

Quality Policy	Document number: PO.ORMA.001-7 Date of initiation: 30/01/2026
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Quality Policy

PO. ORMA.001-7

DOCUMENT CONTROL SHEET

Process area	Management processes
Main process	Organisational Management
Main process owner	Executive Director

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Abbreviations

ISO	International Organisation for Standardisation
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Definitions

Quality	The degree to which a set of inherent characteristics fulfills a set of requirements (ISO 9000:2015 <i>Quality Management Systems – Fundamentals and Vocabulary</i>)
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LOG OF ISSUES

Issue	Issue date	Change description
001	22/04/2016	First issue
002	30/05/2016	Migration of PO.PLAN.002-1 into PO.ORMA.001-1 Detailing of the policy's process area, process, and process ownership
003	25/08/2016	Update on the mission, vision, values
004	08/12/2017	Update on the mission, vision, values – in line with Single Programming Document 2018-2020 (36/2017/MB)
005	22/02/2019	Update the policy with references to the New Internal Control Framework
006	20/12/2022	Update the policy with the revised vision, mission as per CEPOL new strategy (15/2022/MB); include reference to ISO 29993:2017
007	30/01/2026	Update the policy in line with latest developments, remove reference to ISO 29993:2017 certification

WHO ARE WE?

We are an EU training agency, working with, and trusted by a wide range of law enforcement organisations since 2000.

CEPOL'S VISION

In service to the EU law enforcement community, CEPOL aspires to be the EU Hub for Law Enforcement Training to provide law enforcement officials with the skills they need to prevent and fight the crimes of today and tomorrow.

CEPOL'S MISSION

CEPOL facilitates the prevention of and the fight against serious and organised crime, terrorism and emerging security threats by facilitating and enhancing cross-border cooperation through the support for vocational training. CEPOL supports, develops, implements and coordinates standardised and specialised training in line with EU law enforcement training priorities.

CEPOL's Quality Statement

CEPOL is continuously learning from international best practices and is aiming to provide high quality training and learning opportunities to a variety of stakeholder groups.

Quality Policy, together with objectives having impact on quality, are contributing to the implementation of the Agency's mission, and are in line with CEPOL's overall strategic direction and organisational context.

This policy applies to the entire organisation. The Agency's management is committed to ensure the Quality Policy is properly communicated, understood, and applied across all processes.

CEPOL is committed to implement internationally recognised management standards, such as ISO 9001:2015.

CEPOL intends to demonstrate the ability to provide consistent, good-quality products and services that meet stakeholder expectations and applicable regulatory requirements, to contribute to European law enforcement cooperation through learning to the benefit of European citizens.

The Agency aims at enhancing services through effective application of the CEPOL's Management System, by continually improving its processes, addressing risks and opportunities, and ensuring the Management System is fit for purpose.

CEPOL focuses on customers, stakeholders and other interested parties, provides leadership, engages and involves people, uses a process approach, encourages improvement, uses evidence-based decision-making, and manages effective stakeholder relationships.

The Agency intends to ensure compliance with the applicable ISO 9001:2015 requirements, and the Internal Control Framework (<https://www.cepola.europa.eu/sites/default/files/26-2018-MB%20Revised%20CEPOL%20Internal%20Control%20Framework.pdf>).