



THE VEHICLE CERTIFICATION AGENCY QUALITY POLICY STATEMENT

The Vehicle Certification Agency (VCA) is an Executive Agency of the Department for Transport (DfT) and exist to improve vehicle safety and environmental protection by providing robust inspection, testing and certification to national and internationally recognised standards.

Our position as a leading approval body has been built on a reputation for technical expertise and quality, which is at the heart of everything we do.

As an organisation, we work collaboratively to provide a worldwide service, supporting each other to be the best we can. We maintain a highly competent and dedicated workforce, where quality and continuous improvement are paramount to our organisational culture.

Our Vision: Is to be an organisation that is admired and respected for our people, their professionalism and impartiality.

Our Mission: Safe, Clean, Secure – Inspiring confidence in vehicle standards through impartial inspection, testing and certification.

Our Values: Professionalism, Respect, Objectivity, Impartiality, Integrity, Honesty.

Products or services of 'the right quality' mean products or services that meet statutory and regulatory requirements as well as the expectations of consumers and other stakeholders. Our quality systems reflect the International Standards ISO/IEC 17020:2012, ISO/IEC 17025:2017 and ISO/IEC 17021-1:2015, in relation to our witnessing, inspection, testing, calibration, laboratory management and certification activities. We are committed to good professional practice and to delivering a quality of service in everything we do.

Staff are trained in accordance with the relevant quality documentation and implement these policies in their day-to-day work. The VCA management are committed to complying with the relevant standards, continuous improvement and effectiveness of the overall management system.

Within the VCA there are a number of established quality targets, which are approved by the Secretary of State on an annual basis and form part of the agency stated Business Plan. Performance against targets is reported in the published Annual Report and Accounts.

The quality manual highlights the agency's operating processes and procedures, and each member of staff has a responsibility to work within the documented quality systems. We are proud of our quality ethos and standing within the certification community and we undertake to work to core agency values in everything we do.

Pia Wilkes CBE
CHIEF EXECUTIVE

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