



1.3 QUALITY POLICY

It is the policy of IPS to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of IPS to:

- Provide satisfaction to all of our customers, continually improving our products and services to meet and exceed their expectations.
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- Provide trained and competent staff who will build strong mutually beneficial relationships with customers and suppliers, whilst striving to ensure that all quality policy objectives are met.
- Ensure that all employees are made aware of the company quality process and are encouraged to make contributions to continuous quality improvement. We will ensure that all employees receive training to ensure awareness of their individual obligations in respect of this quality policy.
- The management team, through their practices and standards endeavour to lead by example, creating an environment in which the company and its staff can excel. We will maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Top Management (To be signed and dated annually)

Signed by:

Name: Robert Powell
Title: Managing Director
Date: September 2019

