

QUALITY POLICY STATEMENT

It is the Policy of IMS to provide goods and services of a consistently high quality to our customers and to establish objectives and processes necessary to deliver results in accordance with customer and legal requirements.

IMS operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification, which includes aspects specific to our scope; "Provision of Electro-Mechanical Industrial Services including Installation, Service and Repair".

The management has a continuing commitment to:

- The development and improvement of the Quality Management System and its effectiveness including establishing the Quality Policy and its objectives within the company culture;
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving and enhancing customer satisfaction;
- Communicating throughout the Organisation the importance of meeting customer needs and legal requirements;
- Ensuring that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
- Ensuring the availability of resources

IMS constantly monitors its quality performance and implements improvements when appropriate. This includes regular reviews of the Quality Policy in order to ensure its continuing suitability and that it complies with all English and EU legislation and regulations specifically related to IMS's business activities.

All IMS personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. A copy of this policy is given to all members of staff upon Induction as well as when changes have been made to the policy as a means of communicating the effectiveness of the Quality Management System.

Within this Quality Manual the structure of the Quality Management System is defined.



SIGNED
PETER FRY

NAME

OPERATIONS DIRECTOR.

ROLE/POSITION
06TH FEB 2017

DATE