

Standards International Quality Policy

Standards International is ambitious, innovative and progressive. We remain constantly committed to challenging ourselves as individuals, and as a team to continually improve as a business with clear intentions and goals.

We choose to be an active organisation for the benefit of ourselves and our clients.

We facilitate this by investing resources into developing our business strategy and business plans, prioritising our business goals in line with high levels of client care and employee value.

The Standards International Quality Management System is consistent with ISO 9001:2015. Its purpose is to ensure that:

- Standards International maintains objectives for continual improvement and that our commitment to quality is maintained at all times
- The needs and expectations of interested parties are considered fundamental to operational goals
- We satisfy all applicable requirements

Standards International personnel have a responsibility to ensure that clients receive the best possible quality service, and that they demonstrate a high level of competence at all times. Standards International's services and systems are designed, engineered and managed to meet our clients' requirements by the simplest and most cost effective means possible.

Standards International is committed to employee value via training and development. Senior management have a duty to ensure all personnel have the necessary competence and training to perform their roles. The Quality Policy is understood by and communicated to all staff within the business. It is the responsibility of the Quality Director and Quality Auditor to investigate any quality problems and ensure that corrective action is implemented as soon as possible. Senior Management shall also ensure client requirements are determined and met, therefore enhancing customer satisfaction.

To achieve the above, Standards International's Quality System and Quality Objectives are reviewed at regular intervals for continuing suitability, to ensure it is meeting the needs of both our clients and our team.

Date: 30/01/2017

Signed: *M Hoskin*