



# Our Commitment to Excellence Policy

*Excellence is not only a standard; it is a behaviour, a feeling, an expectation and a belief!*

**Michelle Hoskin, Standards International Founder and Director**

We believe everyone has the power to realise their extraordinary potential.

## Our commitment:

Standards International is pioneering excellence among personal financial planners in the UK and overseas.

We believe there is always a better, more efficient, more effective way of doing something – which is why we will continue to push the boundaries until we find it.

We invest in resources aligned to our business strategy and plans, and prioritise our business goals, to achieve the highest level of client care.

We surround ourselves with great people, committed to delivering their personal best in all they do, every time!

## Our operational frameworks:

**The 8 Principles of WOWW!**® Purpose, Plan, People, Protection, Price, Proposition, Pitch, Platform

**ISO 9001:2015** Quality Management

**ISO/IEC 17024:2012** Conformity assessment — General requirements for bodies operating certification of persons

## The Standards International Management System (SIMS)

Our SIMS ensures that:

We uphold our commitment to excellence at all times.

We maintain objectives for achieving continual improvement.

The needs and expectations of interested parties are considered fundamental to operational goals.

We satisfy all applicable requirements of our operational frameworks.

All personnel demonstrate a high level of competence and have the necessary capabilities to ensure that clients receive the best possible service.

Our services are designed, engineered and managed to meet the requirements of our clients in the simplest, most effective and cost-sensitive means possible.

## Our clients and our team are at the heart of everything we do!

Relentless in the pursuit of excellence through identifying, managing and implementing opportunities for continual improvement, we live by the mantra of: **Reduce, Eliminate, Leverage and Create.**

Date: 14/01/2020

*Michelle Hoskin*