

QUALITY POLICY

It is the aim of ISO Management Services International LLP to provide a friendly, flexible, high quality service that meets or exceeds the requirements of our customers in every respect.

We will strive to achieve this by:

- Getting to know our customers, and understanding what is important to them;
- Developing our systems and practices to better meet our customers' needs;
- Dealing with customer queries promptly and efficiently;
- Developing an ethos that is both friendly and professional;
- Reducing bureaucracy for our customers, whilst maintaining high levels of accountability and traceability;
- Being flexible and remembering that each customer has their own individual requirements;
- Ensuring our fees are as competitive as possible;
- Delivering a value-added service in audits and all other dealings with customers;
- Continually developing our staff and auditors in order to maintain a highly competent and motivated team;
- Continually reviewing our system, processes and procedures to identify opportunities for improvement and to continually improve the effectiveness of our Management Systems
- Ensure our systems meet the requirements of ISO 17021, AS9104 and all other legislation applicable to the effective operations of the company

This policy defines our commitment to quality, is known and understood by all within our company, and provides the philosophy upon which all our services are planned, developed and monitored.

Signed:

Date:

Dr James O'Geran
General Manager