



## Quality Policy

*IKM's commitments for quality of performance and service*

### MISSION STATEMENT

#### **Our customers:**

To provide each of our clients with a quality of service consistently combining professionalism with technical expertise

#### **Our employees:**

To provide each of our employees with an environment which enables them to develop both personally and professionally

#### **Our Strategy**

To conform to rigid standards of quality and professionalism, understanding how crucial this is when attending customer sites on behalf of other departments within an organisation.

To offer professional engineering and sound communications skills combined with technical excellence.

#### **Customer commitment**

We undertake to provide adequate and appropriate resources and facilities to ensure:

- Effective communication with our customers to ensure ongoing and complete understanding of their requirements
- Proper and effective preservation and protection of their property at all times while within the Company's control.
- Effective compliance with and observance of applicable statutory and regulatory requirements

#### **Staff commitment**

We recognise the need and importance of ensuring that all staff are competent in their assigned duties and that competence is maintained and augmented by ongoing review and training as appropriate.

#### **Supplier commitment**

We will work with our suppliers to foster a partnership aimed at mutual growth and development for the benefit of our clients.

#### **Quality Management**

We will maintain and comply with a process based quality management system that fulfils the requirements of the International Standard ISO9001: 2008.

#### **Quality Policy**

We will periodically review this policy to ensure its continuing relevance, suitability and improvement.

#### **Quality Objectives**

We will establish, communicate and review timely and measurable objectives for the development of our management system and services.

#### **Continual Improvement**

Through our management system we will monitor, measure, analyse and review our performance and processes to identify areas for continual improvement and development of best practice throughout the organisation and to continually improve the Quality Management System, in order to enhance the satisfaction of our customers, staff and stakeholders.

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*Innes Masson – Managing Director*