

ISO 9001:2015-5.2 Quality Policy



imf^{ltd}
AUDIT

Policy Statement

We aim to continually improve the services we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

We aim to achieve the above by Maintaining a quality management system that complies with the international standard ISO 9001:2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also, to take ownership of the quality management system and continuously tailor the procedures and processes for the specific tasks conducted by IMF Audit Ltd and continue to develop the system and guarantee it remains effective.

Only by providing an outstanding service and quality work will we achieve our aims of long-term success and sustained improvements. This will be measured by collecting feedback from our main customer base on a six-monthly basis and analyse information collected.

While we endeavour to produce work, and offer a service that we can be proud of, we must recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. We are always looking at ways technology can be used to aid in the audit process including the use of photographic and video inspection equipment which to date has proved invaluable in identifying defects overlooked on previous audits by other companies as well as proving very popular with our existing clients. A number of training courses have been undertaken in 2017 and we aim to continue this trend into 2018 to expand the company's capability in respect to gas auditing processes, internal auditing of quality management systems as well as Expert Witness services. It is hoped that this will allow new services to be offered to a wider customer base over the coming years.

IMF Audit Ltd also intend to be proactive with updating the quality management system to comply with the requirements of ISO 9001:2015. The quality management system will have a commitment to continuously satisfying applicable Regulatory requirements of the Gas Safe Register, OFTEC and similar Regulator schemes.

The policy, organization and procedures necessary to achieve the necessary requirements are described in our quality management system.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness. The Quality Policy will be communicated to all employees and sub-contractors. The management review will take place yearly and will show commitment to continual improvement.

The objectives of the company are set out in the quality manual. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

Signed:

Electronic

Position: Managing Director

Dated: 01/10/2017
