

# Quality Policy Statement

Last updated: February 2024

IWS M&E is fully committed to providing a quality service that fulfills the requirements of the client in a manner that is fully compliant with all relevant legislation, the requirements of ISO 9001:2015, the clients' procedures and the IWS Quality Management System. We will provide a service that operates to extremely high quality standards.

IWS M&E will satisfy this commitment through the continual monitoring and improvement of the Quality Management System, and the QUENSH Management System throughout the business, to ensure the highest standard of work is provided to the client.

To do this, IWS aim to:

- Establish, implement and maintain our Quality Management System (QMS) and ensure that it is certified to ISO 9001:2015.
- Set and review quality objectives and ensure those targets and objectives are met.
- Communicate targets and objectives to all employees.
- Conduct manager reviews of effectiveness of the implementation of the Quality management system.
- Regularly communicate with the client regarding contractual requirements and Quality performance.
- Maintain and Monitor customer satisfaction and feedback.
- Regularly communicate and train IWS Employees to ensure competency and awareness.
- Record non-conformances, root causes and implement corrective and preventative actions.
- Stringently evaluate all third-party contractors that may be employed by IWS.
- Regularly review and continually improve the QMS System and this Quality policy.

This policy is communicated to all employees, Contractors and Suppliers and is available to interested parties.



**Simon Dray**

Managing Director