



## **iPRO Solutions Ltd – Quality Policy Statement**

iPRO Solutions Limited provides procurement and manufacturing solutions to customers through a global network of supplier partners. The management and staff at iPRO Solutions are totally committed to providing the highest possible levels of product quality, customer service and technical support to all our customers at all times.

To ensure that we achieve excellence in all our operational activities, we have implemented a formal quality management system, which satisfies the requirements of BS EN ISO 9001: 2008.

The objectives that underpin the Quality Management System are:

- To ensure the needs of customers are fully understood and met.
- To train and develop staff to ensure the required skills are in place to meet the needs of our customers.
- To continuously improve our overall quality performance through objective setting and performance measurement.
- To regularly review progress against our objectives.

The business objectives and quality policy is set annually by Management. This is communicated to all staff and is adopted into staff objectives, training and development plans. This is intended to create a strong culture of quality throughout the organisation and to create the basis for continuous improvement.

The quality policy and management systems are reviewed annually to take account of changing circumstances and customer requirements.

Signed: .......... David Haley (Managing Director)

Date: .....10/1/14.....