

	POL-IPS-010	Rev: 3.0	Valid until: 30/04/2023
	Quality Policy		
Author or latest reviewer name	Bret Cox	Date: 18/06/2020	
Authoriser name	QSIM Group	Date: 25/06/2020	

IPS International Ltd. is committed to providing our customer with high quality training and ensuring that our services that meet or exceeds their requirements at all times.

Our quality objectives are to:

- Use the quality management system to achieve good practice outcomes across the organisation by listening to our client’s needs, aiming to get everything we do right first time.
- Target continuous improvement in quality, learn from mistakes made and ensure corrective actions are in place.
- Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

The strategy will develop to meet three key requirements:

1. To maintain and improve the culture of delivering high quality training to all customers, aiming that programmes are better than customers expect.
2. To provide error free “right first time” service to customers with excellent follow up.
3. To operate measures and systems of quality which control quality strategy, ensure continuous improvement, and achieve this without overburdening the entrepreneurial and personal approach to our business and our customers

IPS will adopt procedures and policies to ensure that:

- the quality system is effectively implemented by staff undertaking relevant training
- responsibilities for quality, are established at management and operating levels
- the policy and procedures continue to be appropriate by initiating regular reviews to check their effectiveness and ongoing relevance, and the needs and expectations of our customers.
Initiate continuous improvement activities to meet these reviews.

The Quality Systems Improvement group is responsible for carrying out regular audits to check the requirements and procedures are implemented and maintained, that quality problems are identified and corrective actions are carried out.

QSIM Group

Date: Jun 2020