

# Quality Policy Statement



**INDEPENDENT CONTROL SYSTEMS** is fully committed to the achievement of customer requirements and expectations, and to continual improvement in quality, value and service.

This commitment is demonstrated by:

- The maintenance of prescriptive quality assurance standards, such as ISO 9001 and any customer approvals within our market sectors.
- Effective training and development of all of our team and professional relationships with all our customers, sub-contractors and suppliers.
- The use of an Integrated Management System in order to ensure procedures and policies are in place to control its activities, the setting of objectives leading to continual improvement of the management systems, processes and services that the company can provide.
- The emphasis on prevention of problems rather than detection in the drive to ever decreasing defect frequencies, including robust assessment of those who supply to us.
- Recognising the prime importance of customer satisfaction in all our activities.

This policy is made available as documented information, is communicated within the organization and made available to interested parties, as appropriate.

All the members of our team understand this policy and are personally responsible for the quality of their own day-to-day functions. The policy is reviewed annually.

The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

Signed:

Nick Darrall - Managing Director  
INDEPENDENT CONTROL SYSTEMS LIMITED  
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