

## QUALITY POLICY

### General Commitment

The Directors of **Intertrain** are striving to attain within the Company a Quality Management System, compliant to ISO 9001/2000:

**Intertrain** are committed to maintaining and creating effective awareness of the importance of ensuring that the client requirements are fulfilled and that the client relationships are monitored to ensure a client base that all parties can be proud of. The availability of adequate resources is paramount, with respect to quality service and maintained delivery.

**Intertrain** will ensure that allocation of responsibilities and adequate training is reviewed and established, to ensure our relationship throughout the workforce and client base is to the highest standard.

**Intertrain's** Quality Policy has been communicated to all employees (and sub-contractors where applicable) to ensure they understand the company's commitment to this policy.

**Intertrain** have given careful consideration to the need for verifying that our products meet specified requirements and have made the necessary resources available. Our belief is that the independent quality functions do not relieve employees of the responsibility for the quality aspects of their own work. Any inspection and testing carried out by the quality function is used to confirm that our planning methods have built quality into our service.

While the Managing Director is, overall, answerable to our clients for the quality products and services the Quality Manager has been authorised by him to ensure the Quality system is fully implemented and maintained with the involvement of all management to prevent the occurrence of any non-conformities relating to the service provided and Quality system.

**Intertrain's** Management team and external bodies are used to give an independent viewpoint on the quality of the service and quality audits. On a bi-annual basis, the Quality systems are reviewed by, as a minimum, the Managing Director and the Quality Manager with other members of the management team being included as required. This review uses the results of audits; reports and other quality related data generated throughout the year to ensure the system is still effective and relevant to the needs of the company and our clients.

### Client Focus

The Directors of **Intertrain** will ensure that the company will place the client's requirements at the forefront of its objectives.

The Directors of **Intertrain** have written and displayed this Quality Policy, which will be regularly reviewed to ensure that a total commitment to all aspects of continual improvement within the whole of the company. The policy will attain to meet all requirements from client to employees, ensuring that control and communication is established within the company. Quality objectives are to be maintained and reviewed with respect to client demands, as well as attention to changes within the company. **Intertrain** will establish a framework to review and monitor the quality policy at least annually.

Signed..... Director

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