

Quality Policy

1. Introduction

Introba recognises the importance of providing a high-quality service to its customers. Its top management are committed to ensuring the maintenance of a quality management system and will strive towards continual improvement in our business and its activities. Introba will raise awareness of its quality management system with its employees, clients, and suppliers. In order for Introba to measure the progress of its objectives, targets will be set and periodically reviewed.

2. Scope

This statement applies to Introba offices in London and Oxford and covers all buildings and goods used and provided by us and everyone working for us in our business of consulting, designing, project managing building services activities.

3. Purpose

This Policy covers the immediate impacts of our activities and policies but excludes:

- Indirect impacts of policy, taxation, and enforcement that we cannot control or influence
- Suppliers impacts that we are unable to influence

Above and beyond health and safety, Introba's policies are to:

- ensure that the organisation is operationally and financially viable, thus providing
- security for its customers, suppliers and staff
- understand customer perception by monitoring service levels
- maintain and improve the service to meet or exceed the expectations of the customer and applicable legal requirements
- ensure continuity and reliability of the supply chain
- develop employees to meet business and customer expectations
- address customer issues
- have the facility to implement preventative measures prior to issues occurring
- prevent problems from re-occurring
- ensure the maintenance and compliance of the quality management system

Targets are set and monitored through the application of Quality Objectives & Key Performance Indicators.

Name	Andy Stanton	Position	Principal
Signature	<i>Andy Stanton</i>	Date	06.03.24
Version 2.2			