

## Quality Management System – Appendix One

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### Quality Policy Statement

Our overriding Quality objective is to ensure that the customer is completely satisfied with the work and performance provided by WIS Ltd, and that our service complies with their instructions and all regulatory and legal requirements.


This policy will be achieved through the operation of a formal Quality Management System to ISO 9001:2015, the employment of competent staff, commitment to continual improvement and customer satisfaction.

The Managing Director is committed to and actively participates in the principles of Quality Management and will ensure that company quality objectives are identified, met and adequately resourced.

Top management have greater involvement in the management system and must ensure that the requirements of it are integrated into the organisation's processes and that the policy and objectives are compatible with the strategic direction of the organisation.

Whilst achieving these primary aims, the manuals will also be used for a number of other purposes, including:

- The training of personnel in the methods of achieving Quality.
- Providing a reference against which the adequacy of current practises can be judged and audited.
- Establishing a record of agreed methods, processes, problems and solutions.
- Ensuring continuity of operations and methods (which might otherwise be affected by absence of, or changes in, personnel).
- Customer satisfaction and continual improvement

Signed: ..........  
(Malcolm MacCleod, Managing Director)

Date: .....09/01/2024.....