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| Ref. No: | IMS-POL-01 | <h1>Quality Policy</h1> <p>(See QA-M-01)</p>  | |
| Rev. Status: | 04 DEC 23 | | |

It is the policy of **Nicol of Skene Ltd** to manage and control the quality of all services to ensure compliance with recognised standards and customers' written specified requirements.

Nicol of Skene Ltd provides assurance that quality will be maintained at levels which will satisfy the expectations of our customers.

Nicol of Skene Ltd is also committed to maintaining the highest quality assurance and compliance standards in the operation of our CITB Internet Test Centre in accordance with ITC Scheme Rules.

Our system is based on the identification and management of risk.

This risk-based approach to the management of our business ensures that our work is carried out in a manner which not only meets the technical requirements but is as safe to our staff, our sub-contractors, our customers, the general public and the environment as is reasonably practicable.

Through the involvement of our staff and through the systematic review and application of this management system, top management and each employee seek continuous improvement of our services to our customers.

The **Nicol of Skene Ltd** Quality Management System has been designed to meet the requirements of the most recent issue of BS EN ISO 9001 and the latest revision of the Construction Industry Training Board Internet Test Centre Quality Assurance Requirements.

Quality Aims - to satisfy our customers in terms of service quality and response time.

Key Performance Indicators and Objectives as noted below are numerically defined and revised at regular Management System Review meetings

- Quality of work as judged by our Customers
- Meeting our work programmes as judged by our Customers

This policy statement has the complete support of the Board of Directors of **Nicol of Skene Ltd**.

Authorised by:



Peter-Jon Cowe
Chief Operating Officer

Date: 06th January 2025

Next Review Due: January 2026