

Quality Policy Statement

International Scaffolding Institute provide health, safety, quality, environmental, safeguarding and management consulting and training activities, products and services.

We are committed to meeting regulatory and customer expectations and delivering customer satisfaction through all our activities, products and services. More specifically:

- **Our customers** – we will listen to our customers, understand their needs and expectations and seek to satisfy them while also meeting the needs and expectations of other stakeholders.
- **Our leadership** – we will establish and communicate our vision for the company and through our leadership style, we will promote our core values and encourage our people to work in accordance with them.
- **Our people** – we will involve our people in our development, use their knowledge and experience, recognise their contribution and provide an environment in which they can enjoy their work.
- **Our Processes** – we will manage our work as cross-discipline processes so that they achieve pre-determined objectives.
- **Our systems** – we manage the organisation as a system of interdependent parts that combine to produce results that meet stakeholders needs and expectations.
- **Our continual improvement** – we will provide an environment in which every person is motivated to help to improve the efficiency and effectiveness of our activities, products, services and management system on a continual basis.
- **Our decision making** – we will base our decisions on the logical and intuitive analysis of data collected where practicable from accurate measurements of products, processes and organisational characteristics.
- **Our relationships** – we will develop relationships with those parties on which we depend and work with them to jointly improve performance.

“Continual improvement of what we do to meet stakeholder needs and expectations”

Our quality management system (QMS) forms part of our integrated management system (IMS). Its purpose is to focus our efforts on achieving what our customers and wider stakeholders value, in the most efficient and effective way and to continually improve our performance.