

## Impellus Quality Policy

Impellus is one of the largest independent management training provider and leadership development specialist in the UK with 25 training centres nationally.

We provide programmes that can lead to qualifications and certification at Levels 2, 3 and 5 in Leadership and Management, Commercial Skills training as well as specialist consultation and strategic development work to organisations of all types and sizes.

**Vision;** To become the UK's best known provider of high impact business performance training, challenging clients to continuously find a better way

**Mission;** To challenge key individuals to deliver real and immediate organisational improvement through enjoyable and comprehensible development events – accredited where of value.

### Values;

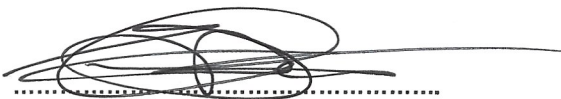
- There's always a better way
- To deliver all interventions with integrity, discernment, care and a clear sense of quality
- To always seek to take responsibility yourself
- To provide a supporting culture for colleagues and clients
- Maximise commercial and economic potential

Throughout the organisation we are committed to continually improving the effectiveness of the quality of the products and service we provide and of our quality management system. We will achieve this by:

- Establishing and reviewing quality objectives which are measurable and routinely monitored for evidence of achievement.
- Satisfying all statutory, regulatory, customer and other applicable requirements;
- Ensuring our people are competent to deliver the services required by our customers and remain up to speed with developments across the sectors we operate in as well as new technologies which may enhance our ability to deliver high levels of customer satisfaction; and
- Providing only the highest quality of service in everything we do.

We will ensure that this quality policy is implemented in all we do and that all employees fully understand and operate in accordance with our quality management system.

This quality policy will be reviewed during our annual management review to ensure that our company's objectives and goals are achieved.



Managing Director

9<sup>th</sup> MARCH 18

Date