

Quality Policy

At Impellus we believe maintaining quality is an integral part of our business principles. We are firmly committed to delivering high-quality and effective business performance training that delivers real and immediate organisational improvements for our customers.

We are committed to continually improving the quality and effectiveness of the products and services we provide and of our operations and business management systems. We will achieve this by:

- Establishing and reviewing quality objectives which are measurable and routinely monitored for evidence of achievement.
- Delivering quality products and services that maintain excellent customer relations.
- Ensuring customer requirements are fully understood and met.
- Monitoring and evaluating the quality and effectiveness of our products and services.
- Acting on the results of performance indicators and customer feedback to inform the future development of our business operations.
- Identifying and developing new technologies and digital tools which will enhance our ability to deliver high levels of customer satisfaction.
- Ensuring our people have the abilities, skills and knowledge to deliver the services required by our customers and remain up to date with current trends and developments across the sectors we operate in.
- Positioning the Company as a training partner of choice; building long-term relationships through effective collaboration; and delivering consistent, reliable, and high-quality products and services.
- Establishing a flexible working framework that supports the needs of the Company, improves business performance and supports staff wellbeing.

We maintain consistent systems and processes that comply with the requirements of our Company and all other applicable mandatory and voluntary compliance obligations.

We will ensure that all employees fully understand and operate in accordance with our quality management system.

This Quality Policy is regularly reviewed at our bi-annual management review to ensure that our Company's objectives and goals are being achieved.

Signed



Date

31 October 2023

Jon Dean

Managing Director

