

## **Company Quality Policy**

It is our policy of IBTL to provide products to a standard that consistently satisfies and complies with the agreed requirements and expectations of its customers. This will be achieved as economically as possible by operating all of our processes under controlled conditions.

The company, recognises the importance of applying Quality Assurance principles to its business, which concentrate on methods of prevention in order to eliminate problems and satisfy these customer requirements.

IBTL have made Quality a discipline central to all aspects of its business. It is the aim and responsibility of all employees to strive for total customer satisfaction, ensuring the continuing prosperity of the Company.

As part of its total commitment to Quality, IBTL has established and documented a Quality Management System that applies to all Quality related functions within the organisation to ensure that these meet the requirements of ISO 9001:2015 and BS EN 9120:2016 |

The Quality Management System is subject to regular audit and review in order to continuously improve the effectiveness, to detect and prevent possible errors, address risks and opportunities to ensure that the system supports the Company Quality Policy and Objectives and remains adequate for the purpose.

The Company is committed to fostering close relationship with all interested parties with a view to meeting and exceeding customer, statutory and regulatory requirements with the emphasis on continuously improving the Company's performance and enhancing customer satisfaction all of which will be communicated to the employees on a regular basis.

The QA Manual, together with associated Operating Documents, are mandatory and must be adhered to at all times. It is the responsibility of all employees to ensure that their part in maintaining the Quality Management System is understood and effective at all times.



Approved: \_\_\_\_\_

Date: 26<sup>th</sup> of June 2020