

## **International Nuclear Services Quality Policy**

**(SUPPORTING DOCUMENT TO INS/QS/009/01 ISSUE 4)**

**Our Quality Policy is to enhance customer satisfaction, through continuous improvement, operational excellence and delivery of quality products and services.**

**In support of this policy, we will ensure that:**

- All employees are aware of their personal responsibility to deliver quality, fit for purpose products and services for their internal and external customers and to seek to improve processes, products and performance continuously.
- We work in partnership with employees, contractors, customers, suppliers and regulators to strive for excellent operational performance and customer satisfaction in an increasingly competitive market place, in particular to:
  - improve product and service quality
  - improve our cost effectiveness and efficiency
  - actively manage our internal and external supply chains
  - develop a positive employee attitude to achieving excellent performance and to satisfying internal and external customers
  - maintain systems for continuous improvement, sharing good practice and learning from experience within and external to the company
  - have suitable arrangements for document retention and records management
- We maintain simple and effective management systems that describe all aspects of the Company's activities and recognise the importance of people.
- We ensure that all activities are adequately resourced and carried out by trained and competent people.
- We have robust systems for Audit, Self Verification and Management Review and actively use the outcomes from these for improvements which are implemented and embedded through the business planning process.
- We use appropriate national & international standards, certification & awards schemes and excellence & improvement tools to help satisfy customers and achieve business objectives.
- We control, assess and monitor changes to ensure the desired effect is achieved in all aspects of business activities and performance

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