

At ISO Quality Services Limited, we help to make businesses better and our commitment to quality is at the core of everything we do. It is an integral part of our operations, driving efficiency and ensuring long-term profitability.

Our commitment is achieved through:

- **Client Retention:** Our priority is building and maintaining a strong client base by delivering an unparalleled level of service.
- **Employee Recruitment and Retention:** Our team members are our most valuable asset. We attract, develop, and retain skilled professionals who share our passion for quality and service excellence.
- **Resource Efficiency:** We develop our processes and resources to deliver high-quality services efficiently and sustainably.
- **Regional Resource Maintenance:** By utilising local resources, we ensure consistent service delivery and maintain a robust and strong operational presence.
- **Increasing Revenues:** Through monitoring and continuous improvement, we broaden and expand our revenue streams to promote financial health and growth.

Our core values are integral to everything we do:

- **Positivity:** We believe in the power of positivity and the potential for achieving anything.
- **Passion:** We are driven by passion and inspired to achieve excellence.
- **Professionalism:** Treating everyone with respect and fairness is fundamental to our approach.
- **Dynamic:** We stay agile and proactive, always striving to stay ahead of the curve.
- **Deliver:** Our commitment is to deliver peace of mind and reliability.
- **Authentic:** Transparency and sincerity guide our actions.
- **Approachable:** We are friendly and trusted, fostering strong relationships with our clients and suppliers.

The leadership team ensures that quality remains a top priority for our business. Through on-going guidance, training and awareness the aim is that each team member understands the critical importance of our Quality System and their role in upholding it. Every employee takes responsibility for performing their duties to the highest standards.

QUALITY POLICY

We aim to ensure that all Business Associates and suppliers meet our specified requirements and take responsibility for their work. We value strong, accountable partnerships to maintain the highest standards across all operations.

ISO Quality Services Limited maintains a reputation for excellence, reliability, and customer satisfaction, driven by our core company mission, vision and values. Dedicated to continuous improvement through ongoing monitoring, evaluation, and Quality Objectives aligned with the ISO 9001 Standard.

	Name	Position	Date	Signed
Review 1	Jennifer Appleton	Managing Director	16.09.2024	<i>J Appleton</i>
Review 2	Jennifer Appleton	Managing Director	15.10.2025	<i>J Appleton</i>