

1 Quality Policy

PM Training and Assessing Ltd is committed to comply with the requirements of ISO 9001:2015 the satisfaction of applicable requirements and to continually improve the effectiveness of the quality management system, products, and services.

The Directors of PM Training and Assessing Ltd are fully committed to the Documented Quality Management System and as such have ultimate responsibility for Quality. Our employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the company ethos.

It must be clearly understood that this Quality Policy, and associated Operating Procedures and systems are mandatory on all staff.

The company defines quality as the conformance of services and products to established and documented requirements derived from customer needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement and a philosophy of risk control and evaluation.

PM Training and Assessing Ltd has introduced systems that will set and review measurable quality objectives. Top management will provide any resources required and with all our staff we will try our best to meet and surpass these objectives.

Legal and regulatory requirements will be embedded in the core elements of the business.

PM Training and Assessing Ltd will ensure this quality policy is compatible with the context and strategic direction of the Company.

This policy is communicated to all staff by permanently being displayed in the central office and is made available to interested parties on request.