

# IMC Worldwide Ltd. Quality management policy

IMC has a vision to be the preferred choice of supplier of our professional services within the built environment both in the UK and internationally. In order to achieve this aim we are committed to a management approach that embodies the Quality management principles.

## 1.1 Quality management principles

The ISO 9000 Quality management principles are as follows:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

## 1.2 Our policy

IMC Worldwide Limited (the 'Organisation') aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, policies and procedures.

IMC's management operates a Quality Management System that has gained ISO 9001 : 2008 certification, including aspects specific to the management within the UK of international infrastructure and management projects, and associated consultancy services and is committed to:

- Establishing, maintaining and implementing a Quality Management System that fully adopts the principles of international standard BS EN ISO 9001: 2015.
- Maintaining a proactive leadership that directs, supports and empowers business teams and individuals along defined strategies.
- Understanding and meeting the requirements of all customers and stakeholders including those internal to our operations.
- Identifying and measuring performance against key business and quality objectives.
- Following business cycles of planning, leadership, implementation and performance evaluation that enable continuous improvement in our operations.
- Recognising staff as our most valuable asset and ensuring that their development and their efforts receive the attention and recognition of management.

This policy will be reviewed on an annual basis by the Business Improvement Leader.



Gavin English, Managing Director, IMC Worldwide Limited