



Quality Policy Statement

It is the policy of the International Powered Access Federation (IPAF) that all activities are carried out in accordance with our Quality Management System, which is compliant with ISO 9001.

Our Mission: *To promote the safe and effective use of powered access worldwide*

Approach to Quality

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

The Quality Policy is based on 4 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Interrogating our service provision processes, identifying areas for improvement, and employing a robust methodology for delivering and sustaining these improvements.
3. Ensuring everyone at IPAF understands how their role impacts on quality and strives for continual improvement in the way that their jobs are undertaken.
4. Where appropriate, partnerships with suppliers and interested parties will be established to provide an improved service.

Commitment to Quality

As IPAF's Managing Director, I am wholly committed to and accountable for the achievement of the quality objectives and the effectiveness of the Quality Management System. Whilst overall responsibility for maintaining and evaluating our Quality Management System rests with IPAF's Audit and Quality Control Manager with the full support of the Senior Management Team, responsibility for delivering quality services rests with everyone at IPAF.

Through the development and deployment of our ELEVATE programme, we aim to meet our quality objectives which will be communicated and available to staff at all times.

Quality Objectives

- To ensure that IPAF has the necessary skills and resources to fully meet the requirements and expectations of its customers and applicable statutory and regulatory bodies reliably, consistently and cost effectively.
- To ensure all IPAF staff understand and fully implement IPAF's quality policies and objectives.
- To ensure all IPAF staff can perform their duties effectively by means of an ongoing training and development programme.
- To continually improve the Quality Management System.
- To ensure the focus on enhancing customer satisfaction is maintained.
- To engage with suppliers of goods and services that meet necessary quality standards.
- To ensure any complaints are dealt with efficiently and effectively.
- To constantly review and improve upon services offered to ensure tasks are completed in the most cost effective and timely manner for the benefit of our customers.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored by management.

A handwritten signature in blue ink, appearing to read 'Tim Whiteman', is written over a horizontal line. The signature is fluid and cursive.

Tim Whiteman
CEO and Managing Director
International Powered Access Federation