



International Powered
Access Federation

www.ipaf.org

IPAF Quality Policy

Mission: Promote and enable the safe, effective use of powered access worldwide

All International Powered Access Federation (IPAF) activities and services will be carried out in accordance with the processes and procedures as identified in the Quality Management System, compliant with ISO 9001:2015.

Every member of staff is responsible and dedicated to maintaining quality and improving, to ensure we develop today, tomorrow, and into the future.

The Quality Policy Principles

- **Safeguarding** the quality approach to ensure we fully identify and conform to the needs of our customers.
- **Monitoring and reviewing** our service provision processes and identifying areas for improvement, to employ a robust methodology for delivering and sustaining improvement.
- **Communicating** to IPAF personnel and suppliers to ensure every person working on behalf of IPAF understands how their role impacts quality which underpins continual improvement.

Quality Objectives

The below outlines the framework for setting quality objectives in IPAF. Objectives will be defined in the organisation's business plan and drawn from discussions at management review meetings.

- **Encourage the highest standards** of safety and best practice in the powered access industry
- **Enhance customer satisfaction** for the benefit of our members
- **Ensure quality** of products and services provided by third parties
- **Increase engagement** with government, legislative bodies, and other trade associations to develop and improve powered access standards
- **Monitor and improve** the Quality Management System to satisfy the requirements of ISO 9001:2015

Commitment to Quality

The quality policy has been communicated to all IPAF staff and is fully supported by the management team.

A handwritten signature in black ink, appearing to read 'Peter Douglas', is written over a white background.

Peter Douglas
CEO and Managing Director
International Powered Access Federation