



Quality Policy Rev 7 April 2019

It is the policy of TWI to provide a world class professional service with full commitment to confidentiality, integrity and impartiality. In this way, we will meet customer requirements and achieve our corporate mission to provide all members, customers and stakeholders with authoritative and impartial expert advice, knowledge transfer, training and skills development, know-how, and safety assurance, through engineering, materials, inspection and joining technologies.

TWI will achieve its Quality Policy by:

- Our quality management system which has been established, documented and implemented to fully conform to internationally recognised standards including ISO 9001, ISO/IEC 17025 and TickITplus in addition to complying with applicable legal and regulatory requirements, and customer specific requirements.
- Working closely with our customers to clearly understand their requirements and expectations, and seeking feedback on all our services.
- Working to continually improve the effectiveness of the quality management system and business performance by setting and monitoring measurable objectives through to the desired outcome.
- Identifying and managing risks and opportunities.
- Providing and maintaining the necessary infrastructure and work environment to ensure conformity to product, service, regulatory and legal requirements.
- Having appropriately trained, competent and authorised staff.
- Presenting the Corporate Plan to all staff on an annual basis.

The company takes full responsibility for the product and service supplied, remaining responsible for the quality of products and services purchased from suppliers and sub-contractors and subsequently supplied to customers. The company does not use verification activities carried out by its customers as a means for quality control of product or service.

The Quality Policy and quality management system have been established and approved by top management and are subject to management review to ensure continuing suitability, efficiency and effectiveness. The policy is available to all staff via The Grid and is discussed at induction when staff are made aware of the importance of meeting statutory, regulatory and customer requirements. All employees have individual responsibility for ensuring familiarisation and compliance with procedures relevant to their work, and to co-operate fully with management to continually improve quality performance.

The Policy is available to interested parties on request.

A handwritten signature in black ink, appearing to read 'Aamir Khalid'.

Aamir Khalid
Chief Executive