

Quality policy

Version	3
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Reviewed by	George Heywood

Introduction

IMT International Ltd, and its affiliated group companies Matcher Technologies Ltd and Fertility QMS Ltd (together, the “Company”) is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality products and services. The overall quality objective is to ensure that the Company delivers a consistently high level of service at all times in accordance with its contractual requirements, policies and procedures.

A quality management system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It will effectively provide the Company and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards.

This quality policy sets out a framework for the development and implementation of a quality management system to meet the requirements of the Company’s management system. The Company operates a quality management system that has gained ISO 9001 : 2015 certification.

This policy is applicable to all activities undertaken by the Company.

The policy is issued under the authority of the Company’s Managing Director.

Objective and commitment

The overall quality objective is to ensure that the Company delivers a consistently high level of service throughout our business. The Company must also ensure it complies with all relevant statutory and regulatory requirements.

The Company is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality products and services. We will therefore:

- Understand the current and potential future requirements of all existing and prospective customers;
- Work closely with all customers, suppliers and partners to achieve business and quality objectives;
- Deliver products and services that meet customer needs and requirements;
- Implement a quality framework that supports the delivery of the business plan;
- Educate and train all personnel to encourage high quality outcomes;
- Appropriately measure service performance and customer satisfaction;
- Actively undertake a course of continuous improvement which includes actively reviewing processes and service levels.





We all share the responsibility for the delivery of high quality products and services and for continual improvement. Long term relationships require on-going commitment to achieving business excellence.

Principles

As a company, we pride ourselves on the delivery to our customers of products and services that are of a high quality. The implementation of a quality management system will enable the Company to analyse customer requirements, define processes that will contribute to the achievement of a product or service that is acceptable to the customer and it will keep those processes under control.

A quality management system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It will effectively provide the Company and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards.

Quality management systems can assist organisations in enhancing customer satisfaction and contribute directly to Company growth.

Requirements

The Company will, as an integral part of the management of the business, develop and implement appropriate quality management systems that address the following elements:

- **Quality management** - ensuring a formalised, explicit and pro-active approach to systematic business management in meeting its many responsibilities within the provision of business and operating in respect of all business services that are under the Company's managerial control. It will include, as its foundation, a statement of quality policy defining the Company's fundamental approach to managing quality. It will be based upon common principles which will enable the Company to identify its strengths and weaknesses, provide for evaluation against generic models and external recognition, and provide a basis for continual improvement;
- **Quality responsibility** - ensures that everyone involved in the quality aspects of the business has clearly defined responsibilities and that managers are responsible for the quality performance of the team;
- **Quality priority** - ensures that it is recognised that quality issues do not take precedence over health, safety or environmental issues, rather that the quality management system actively supports those management elements; and
- **Quality objective** – ensuring that while supporting the business service, the principal quality objective is to set the standards that will deliver a consistently high quality of work throughout the business activities thus ensuring customer satisfaction and continual improvement in the level of service provision.

Within the operation of the quality management systems, the businesses will ensure:

- **Competency** - staff are adequately trained, motivated and competent for the job they are required to do;
- **Quality management responsibility** - a quality manager is identified with organisational responsibility for the development and maintenance of the quality management system and is responsible for reporting to the highest organisational level of that business;
- **External services** - the selection and approval of externally provided services will be controlled by the quality management system procedures, thus ensuring that the Company's health, safety and environmental culture is not compromised and staff, customers and third parties are not put at risk. Provision of these external services will be subject to regular review;
- **Quality failings** - all failings of the quality management system which have, or could have, resulted in non-compliance with the associated standard will be investigated and corrected at the earliest opportunity. This action recognises that serious non-conformance could compromise the very management systems that the quality management system is designed to control.

Within the operation of the quality management system, the Company will ensure that:

- **Quality audits** - are carried out by an Internal Quality Auditor. These audits will be subject to a planned schedule that will audit all the management systems against the requirements of our standards. All audits will produce a detailed report identifying areas of non-conformance and specifying the corrective action/s required. These corrective actions must be the subject of "close-off" actions; and
- **Quality records** - are to be maintained throughout the quality management system operation as a basis for providing quality assurance to all associated with, responsible for, or dependent upon the business provided.

Within the operation of the quality management system, the Company will ensure:

- **Training** - appropriate training is provided to all those involved in the operation in support of the quality management system;
- **Lesson dissemination** - lessons arising from quality audits and reviews are disseminated widely within the Company; and
- **Quality improvement** - all staff are actively encouraged to propose solutions to improve both the quality management system and the quality of service delivery within the Company.

Responsibility and authority

This policy is issued under the authority of the Company's Managing Director. Responsibility for implementation of this policy is set out below:

- Responsibility for the achievement of this policy rests with the **management team**;
- **Management** are responsible for implementing the policy, monitoring its implementation in the everyday activities of the Company; and
- **All staff** are responsible for the ownership and undertaking of their quality management functions in accordance with this policy and for its implementation within the framework of the Company's procedures and policies.

Evidence of compliance

To demonstrate compliance with this policy the following documentation is to be available for audit:

- Quality policy (this document);
- Related policies and procedures;
- Internal Quality Audit reports;
- Quality management system; and
- Quality review records.

Guidance and standards

The following international standards provide useful guidance on the implementation of quality management:

- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 9001:2015 Quality Management Systems – Requirements – Technical Corrigendum 1