

Our Key Objective

Our Key Objective is to provide First Class Assessment and Certification Services against ISO International Standards for our Customers in accordance with the International Accreditation Agency (IAA) compliance requirements.

To achieve our key objective we will:

- ▶ License qualified IMS Centres.
- ▶ License qualified IMS Assessors to undertake IMS Certification Assessments and Audits.
- ▶ License qualified IMS Consultants to provide Certification related Training and Consultancy to our Customers.
- ▶ License qualified IMS Associates to promote and market IMS Services to our Customers.
- ▶ Ensure our Customers are treated courteously at all times.
- ▶ Ensure our Customers' sensitive company information remains confidential.
- ▶ Respond promptly to our Customers' concerns during the Certification process.
- ▶ Provide our Customers with the opportunity to give us feedback about the IMS Certification process.
- ▶ Use our Customer Feedback to evaluate and improve our Certification Services.

Our Customer Commitments:

Our Customer Commitments include:

- ▶ **Quality Assurance**
We will use Quality Assurance Systems and procedures to provide First Class Certification Services.
- ▶ **Confidentiality & Impartiality**
We will ensure confidentiality, independence and impartiality in delivering our Certification Services.
- ▶ **Prompt Response**
We will respond to our Customer enquiries within 48 hours (or within any other agreed deadlines).
- ▶ **Fees**
We will always advise our Customers in advance of any charges for our Certification Services.
- ▶ **Customer Feedback, Complaints and Appeals**
We have appropriate Customer Feedback, Complaints and Appeals Processes and Procedures in place.
- ▶ **Continuous Improvements**
We will use all types of Customer Feedback to continually improve our Certification Services.

IMS Consultants and Associates will:

- ▶ Provide our Customers IMS Services in accordance with their Licensing Provisions and our Customer Charter.
- ▶ Provide our Customers with agreed on-going support.

IMS Assessors will:

- ▶ Provide our Customers with IMS Assessments/Audits in accordance with their IMS Licensing Provisions.
- ▶ Undertake IMS Assessments/Audits in accordance with International Accreditation Agency guidelines.
- ▶ Ensure there is minimum disruption to our Customers during Assessments/Audits.
- ▶ Take into account all appropriate evidence from our Customers to support their Assessment/Audit.
- ▶ Provide our Customers with constructive feedback about their Assessment/Audit.
- ▶ Provide our Customers with a written report with feedback covering the IMS/Assessment/Audit results.
- ▶ Take into account feedback from our Customers to improve our Certification Services.

IMS Certification – Mission, Vision and Values

Our Mission

To simplify certification for all organisations.

Our Vision

To become the world's largest customer-focussed certification body.

Our Values

In order to achieve our Mission and Vision, as a company, and as individuals, we value:

- ▶ Integrity, honesty and respect.
- ▶ Passion for our customers and partners.
- ▶ Excellence, quality and pride in everything we do.
- ▶ Accountability to our customers, staff, partners and shareholders.
- ▶ Our corporate social responsibility.