



# Quality Assurance

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<b>Author/s:</b>	John Jameson		
<b>Approved By:</b>	Clare Girvin		
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Issue No	Purpose / Amendment details	Author	Date
1	Initial version	John Jameson	27/04/15
2	Reclassification of document and general review.  Logo changed and all references to ACS~LCS removed due to company rebrand.	John Jameson	02/01/19

Not One Iota Ltd trading as Iota is committed to good professional practice when providing services to our clients. The cornerstone of this commitment is quality. Iota is UKAS accredited to international standards ISO/IEC: 17020:2012 (Inspection) and ISO/IEC 17025:2005 (Testing) for the elements listed on our current UKAS accreditation schedules. All schedules can be viewed at <https://www.ukas.com/services/other-services/directory-of-accredited-organisations/>, reference 8998.

It is the policy of Iota to provide and maintain a high standard of quality and reliability in all aspects of operations and analysis. Iota will operate a quality system compliant to ISO:17020 and ISO:17025 to ensure our clients requirements are met or exceeded. The system will be enforced by the management team with all employees contributing, administering and applying the procedures laid out within the Quality Management System (QMS). It is the responsibility of all employees to familiarise themselves with the company Quality Manual and to comply with the policies and procedures set out therein.

The Quality Manager, reporting directly to the Managing Director, will have overall responsibility for the running of the system with the Deputy Quality Manager assisting in a supporting role as and when required.

In order to fulfil our commitment to quality to our clients' Iota shall;

- Produce and maintain a documented system to manage company operations. This system will be assessed by UKAS with a view of retaining accreditation to ISO:17020 and ISO:17025.
- Provide the necessary training for all employees and actively encourage continued professional development.
- Ensure that Iota staff conduct operations as documented within the company procedures.
- Carry out an annual management review of the company procedures to ensure suitability and conformity.
- Offer independent and impartial professional written opinions and interpretations to clients.
- Ensure that the highest levels of client confidentiality are maintained, advising the client and receiving permission before information is placed in the public domain.
- Ensure that any activities that would affect the company's impartiality or operational integrity are identified and reported to senior management.
- Identify any risks to the impartiality of services on an ongoing basis and ensure that impartiality and standards of service are not compromised.
- Maintain adequate insurances and cover to our meet company needs and statutory requirements.
- Obtain feedback from clients to facilitate the continuous improvement of services provided.

**John Jameson**  
**Managing Director**