



ICTS Quality Policy

2021

Policy Title	Quality Policy	Policy No.	1
Owner	Quality Manager	Date Issued	January 2021
Author	Quality Manager	Date Expiry	January 2022
Scope	This Policy applies to all sectors and functions of ICTS business		
Responsibility	The Policy owner is responsible for ensuring that this policy remains current and up to date and shall formally review the policy on an annual basis.		

QUALITY POLICY

Senior Management of ICTS (UK) Ltd has developed the following Quality Policy which governs day to day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organisation.

The Quality Policy of ICTS (UK) Ltd is as follows:

It is policy of ICTS (UK) Ltd to always provide, on all work undertaken, a consistently high level of quality service within the sectors the company operates. The achievement of consistency requires a systematic, disciplined, and committed attitude to quality.

ICTS (UK) Ltd have developed and maintain a Quality Management System which satisfies the requirements of BS EN ISO 9001: 2015 and is based on continuous process improvement and development. The system also incorporates any other specific industry related standards or codes of practice, as and when introduced.

Our intention and policy are to consistently meet and exceed the requirements of our customers.

- To establish strong relationships with both customers and suppliers to continually improve the quality of the services provided.
- To provide all employees with the training, resources and support required to supply a quality security service to our customers.
- To set meaningful quality objectives through the framework of the Management Review Process.
- To ensure compliance with all applicable legislation, periodically evaluating the compliance to the same as an input to management reviews.
- To communicate the quality policy and objectives to all employees, to encourage them to realise their full potential and to give individuals the responsibility and accountability for the Quality Management System.
- To establish a work environment that supports the delivery of high-quality services and fosters the concept of a team approach within the organisation.

ICTS (UK) Ltd quality policy and current objectives are communicated to all employees of ICTS (UK) Ltd and our ability to maintain and improve the standards we set will be reflected by the continued success of the business, together with the on-going satisfaction of our customers.

Signed 

Name: Andy Kynoch

Position: Managing Director

Date: January 2021