Quality Policy Statement 9001

The Quality Policy of Intuitive Thinking Skills Ltd is to determine, agree & conform to our client's needs & expectations, whilst fulfilling the requirements of BS EN ISO 9001 and ISO 14001 statutory law.

Intuitive Thinking Skills Ltd recognises that to be competitive & maintain good economic performance in the educational industry, we must employ management systems that continually improve the quality of our products & services that in turn increases the satisfaction of our clients, employees, shareholders, suppliers & society at large.

A key objective of Intuitive Thinking Skills Ltd is that the Management System provides:

- Confidence of our Clients that their requirements for quality and safety are being achieved in the delivered product or service.
- Confidence of our management & staff that the requirements for quality are being fulfilled & maintained, & that quality improvements take place.
- A framework for establishing and reviewing quality objectives

We are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training program that this policy is communicated and understood at appropriate levels in the Company.

Quality Objectives

Quality objectives are monitored against the following categories

1. Late Case Studies
2. Late Paperwork
3. Late updating
4. Courses not uploaded to NOCN
5. Graduations not arranged

These are monitored on a daily basis, and any issues identified are communicated by email to the relevant Course Tutor responsible for the delivery of the course. Any issues raised are expected to be acknowledged, addressed, and resolved within 48 hours.

Where this timescale is not met, a Performance Development Report will be raised and recorded within the overall Performance Improvement Register. Performance Development Reports are reviewed as part of the Management Review Meeting process, with an annual report providing an overview of all Performance Development Reports completed during the reporting period.

Quality of workmanship is the responsibility of all employees of the company.

Signed: Phil Reynolds Position: Operations Director ITS