

## QUALITY POLICY

### GENERAL STATEMENT

Inter-Management Systems Africa (IMS Africa) Ltd in cognizance to its purpose, context and strategic direction, is committed and dedicated to quality consulting work, training and high standards of excellence to our stakeholders, in Africa, and the Global market at large.

The company philosophy is to involve our skilled staff at all levels in achieving our objectives. Through our values, all staff are encouraged to actively participate in continual improvement in assisting companies in developing effective management systems, operational excellence & removal of waste (cost reduction initiatives) in their process and people know how.

### THE IMS AFRICA LTD MANAGEMENT IS COMMITTED: -

1. To provide infrastructure and work environment suitable for carrying out, quality consulting work, training and high standards of excellence;
2. To maintain highest service standards in our provision of quality consulting work, training and high standards of excellence internally and to our stakeholders in Africa and the global market;
3. To provide adequate information, instructions and training of all employees to enable IMS Africa Ltd achieve its objectives and high standards of excellence;
4. To communicate with staff, regulatory agencies, service providers, contractors, suppliers, visitors, customers and other interested parties on this quality statement;
5. To establishing quality objectives and key performance indicators at functional levels within the organization driven by the “Compliance”, “Quality” and “Continual Improvement” pillars;
6. To invest in world class technological practises in the entire organisation to ensure integrity in consulting, training, data management and reporting;
7. To ensure this policy, and quality objectives are regularly reviewed during business review meetings
8. To encourage the active participation and engagement of staff in quality initiatives aimed at promoting continual improvement.
9. To protecting the business and consumers from internal and external threats through the use of appropriate technology and communication channels;

### IMPLEMENTATION

This policy shall be implemented through commitment by all levels of staff in accordance with requirements of IMS Africa Ltd Policies, Regulatory and Customer Requirements.



### DIRECTOR

January 22<sup>nd</sup> 2020.

**AT IMS AFRICA, WE DON'T FOCUS ON THE COMPETITION, WE FOCUS ON THE CUSTOMER.**