

1. QUALITY POLICY

The ethos of The Impulse Group (TIG) is to consistently provide industry leading engineering support to exceed the requirements and satisfaction of clients in line with statutory and regulatory compliance. This achievement will result in ensuring a strong customer focus, efficiency and enhancement of long-term sustainability and profitability within the business.

TIG management team strive to demonstrate through leadership and commitment that each employee will have a fundamental understanding of the importance of the quality management system function, their responsibility to contribute to its effectiveness, and the direct correlation to the success of the business. All employees with specific responsibilities relative to the quality system will receive support to ensure they are suitably trained and supported to perform the duties required under their role.

The status and effectiveness of the quality system will be communicated to personnel at all levels on a regular basis. The quality system is continuously monitored, measured, evaluated, and developed under the guidance of the management team in line with the strategic direction of the business.

TIG Promotes continual improvement and the development of quality objectives in accordance with the framework outlined within ISO 9001:2015. We strive to achieve these objectives by adopting the following approach: