



i.power solutions Group

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Quality Policy

The principal activity of the i.power solutions group is the provision of engineered electrical solutions to our customers through innovative products, quality engineering and implementation services. We believe that understanding our customer's needs and being able to provide high quality, value solutions that benefit our customers is the core of our organisation.

i.power solutions operates a Quality Management System and remains committed to:

- Providing the highest quality products and services possible to our customers.
- Ensuring that the Quality Management System provides tangible benefits to the customer our staff and our company's performance.
- Implementing continual improvement on the Quality Management System, our products and services.
- Encourage all staff to participate in the implementation and continual improvements of the Quality Management system.
- Ensure that the Quality Management system remains relevant to the company's goals and expectations of our customers.
- Fulfilling the requirements of ISO 9001:2008.

To realise this commitment and benefits that come from quality outcomes we implement the following objectives.

- Provide products and services which satisfy our customer's requirements and comply with all contractual, legislative and regulatory obligations.
- Understand and respect our customer's needs, and provide the best possible support and service.
- Create a culture that is focussed on creating quality outcomes and is able to celebrate the success that comes from providing quality service and products.
- Ensure that our staff are adequately trained for the tasks undertaken and the Quality Management System assists with the task and can measure its success.
- Encourage within our company the personal development of all staff and a no blame, learning and self evaluation approach to our work.
- Implement systems that measure and improve the effectiveness of the Quality Management System.
- Review our systems and performance regularly and strive for improvement in our company's performance.

The above objectives, once realised, will provide real benefits to customers, staff and our company's bottom line. It is my aim for this company to reap these benefits and grow our business and broaden our range of services and products.

Bruce Higginson
General Manager | i.power solutions Group
4th January 2010