

Quality, Confidentiality, Independence & Impartiality Policy Statement

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It is the policy of Independent Fire Inspections Ltd to ensure our customers are fully satisfied by supplying appropriate solutions, delivered in a safe and prompt manner, with the minimum impact to the customer's requirements by courteous and helpful staff, and ensuring that any inspection activities remain independent of influence from any source, impartial and ALL results and information relating to our activities remain confidential to Independent Fire Inspections Ltd and our contractual customer.

To enable the consistent delivery of these aims we have developed and implemented a documented Quality Management System based on the requirements of the Internationally accepted Quality Management Standard ISO 9001.

We will actively seek to identify any risks to our independence or impartiality on an ongoing basis. This will include those risks which arise from our activities, relationships, or from the relationships of our personnel. Impartiality and independence of our work is reviewed at least annually during the management review meetings.

We intend to continually improve the effectiveness of this system, and the services we provide, through systematic assessment of our own performance, listening to the views of our customers and driving cost effective improvement on a regular and consistent basis. We also intend to maintain compliance with all appropriate regulatory, statutory, and legal requirements.

This Policy will be communicated throughout the business, and to all new employees as part of their induction. Copies of this Policy will be displayed within the organisation and are available to customers and the general public on request.

The Managing Director will ensure that all employees are aware of this policy statement and its application within the business, that achievable and measurable objectives to support and measure its impact are cascaded to all relevant departments within the company and that staff maintain an effective attitude toward meeting the needs of our customers.



Ben Freeman
Managing Director