

IN-FORM SOLUTIONS LIMITED

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Quality Policy Statement

Fully established in 2012 In-Form Solutions is a provider of effective management solutions to both community and business organisations. We are proud to provide a personal service to an impressive portfolio of clients at home and abroad including the NHS, local and central government, overseas governments, not for profit organisations and commercial clients.

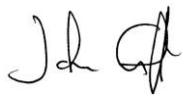
The company recognises the vital contribution of its staff and associates to the success of the business, and the importance of setting and communicating clear business goals and quality objectives. One of our key objectives is to provide excellent customer service supported by robust policies and procedures. Staff are supported through training, development, and regular review of activities to ensure effectiveness and drive continual improvement. The company is therefore committed to:

1. **Quality & Environmental Management System** – Maintain and continually improve an integrated Quality and Environmental Management System in line with the requirements of ISO 9001:2015 and ISO 14001:2015.
2. **Continuous Improvement** – Operate a system that emphasises prevention over correction and supports a culture of continuous improvement.
3. **Client Focus** – Provide services that consistently meet, and wherever possible exceed, the requirements and expectations of our clients.
4. **Relationships** – Foster strong, collaborative relationships with clients, associates, and suppliers to support shared success and sustainable growth.
5. **Communication** – Ensure the Quality Policy and objectives are communicated, understood, and embraced by all staff.
6. **Compliance & Cyber Security** – Comply with statutory, regulatory, and all other applicable requirements, including ISO 9001:2015, ISO 14001:2015, NHS Information Governance criteria, and Cyber Essentials Plus accreditation. We also participate in the NCSC **Early Warning Service** to enhance cyber resilience and support the UK Government's *Defend as One* strategy.
7. **Climate Change & Environmental Awareness** – Acknowledge climate change as a relevant issue and maintain our already low environmental impact through responsible working practices, such as use of electric vehicles, remote working, and serviced office space. We also contribute positively through the provision of digital solutions that reduce patient travel and support NHS sustainability goals. A separate Environmental Policy sets out our full commitments under ISO 14001:2015.

This Quality Policy reflects our commitment to achieving our objectives and will be reviewed regularly at Management Review meetings to ensure its continuing suitability.

The Policy is available to all interested parties via our website.

SIGNED

A handwritten signature in black ink, appearing to read 'John Griffiths'.

John Griffiths
Managing Director