



I.R.I.S. Rigging Limited
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Amendments made since February 2017

Number	Date	Text amended
1	23/01/2018	Update to date
2	23/01/2018	Update to footer date

Quality Management Statement

I.R.I.S. Ltd was established in 2009 to provide Industrial Rope Access and work at height to the construction and maintenance industry. We are based in Norfolk.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.


We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular in-house audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Procedures manual which is made available to all employees.

This policy can be found in the procedures.

Though the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed: 

Position: Director Dated: 08/01/2019