

# Quality Management Statement

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The Interactive Health and Safety Company Limited was established in 2007 to provide high quality e-learning solutions to SMEs across the UK. We are based in Bracknell and employ 50 people.

Quality is crucial 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 process 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. Feedback surveys are sent out at regular intervals and the results published on our website.
2. Providing platforms to encourage clients and end-users to review our products and services (via Trustpilot and after each use of our product). All of these reviews are also published on our website. In July 2016 our Trustpilot rating was 9.1 out of 10 based on 345 reviews.
3. A customer complaints procedure and an extensive customer service team.
4. Products and course content that is regularly checked by independent industry experts. Our courses are approved by on more national and international bodies such as IOSH and ROSPA and we partner with A.C.T to further insure the accuracy and quality of the information we provide.
5. Products being under continuous review
6. Making continuous training and development available our employees via our internal Training Manager and various outsourced training suppliers. Many employees are sponsored and actively encouraged to work towards independent qualifications including NVQs, health & safety qualifications and business related degrees.



7. Regular audit of our internal processes at monthly & quarterly management meetings.
8. Management reviews of audit results, customer feedback and complaints

This policy is posted on the Company intranet.

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.