

Quality Management Statement

iHasco Limited was established in 2007 to provide high quality e-learning solutions to SMEs across the UK. We are based in Bracknell and employ 120 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. Customer satisfaction surveys are conducted on an annual basis and the results are published on our website.
2. Providing platforms to encourage clients and end-users to review our products and services (via various third-party review platforms, after using our product). All of these reviews are also linked to or published on our website. Our REVIEWS.io score as of March 2023 is 4.6 out of 5 based on 2,724 reviews.
3. A customer complaints procedure and an extensive customer service team.
4. Course content is regularly checked by independent industry experts. Our courses are approved by national and international bodies such as IOSH, IIRSM, ROSPA and we partner with experts at Citation to further ensure the accuracy and quality of the information we provide.
5. Making continuous training and development available to all employees through various outsourced training suppliers, including apprenticeships to upskill existing employees. Many employees are sponsored and actively encouraged to work towards independent qualifications including NVQs, health & safety qualifications and business-related degrees.
6. Regular audits of our internal processes at monthly & quarterly management meetings.
7. Management reviews of audit results, customer feedback and complaints.
8. ISO27001 certified which demonstrates our approach and long-standing commitment to protecting our customers data.
9. Software development is executed using established approaches. The team employs an agile approach with product backlog and Jira board to document work completed. WCAG 2.1 AA accessibility guidelines are adhered to, SDLC training is completed across the team and a comprehensive set of unit tests are run before each deployment.

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 in helping to ensure that Quality is embedded within the whole of the company.