



QUALITY POLICY

Ioma Clothing is a long-established supplier of workwear, PPE and uniforms to police, local authorities, universities and colleges, high street retailers, housing providers and commercial clients in the UK. We are committed to providing customers with a service and delivery that consistently meets or exceeds their requirements based upon our core business values.

To achieve this, we have established and implemented a Quality Management System (QMS) in accordance with the requirements of ISO9001: 2015. This ensures that our quality objectives, policies and procedures are embedded into our daily operations and adhered to at all times. This covers all activities over which we have control or influence including office based work, warehouse operations and distribution. We have also identified our risks and opportunities and measure and monitor our performance which enables us to continually improve our delivery.

In particular we are committed to:

- Delivering an exceptional customer service experience specific to each customer.
- Ensuring that all staff are aware of their individual responsibilities in complying with the requirements of the QMS.
- Providing training to ensure that all staff have the required skills and competences to perform their duties effectively and efficiently.
- Delivering a broad range of workwear within our market to ensure that we can provide a single source solution for customers.
- Making all staff and subcontractors aware of the QMS, the Quality Objectives and the Quality Policy and the relevance and importance of their activities in relation to these elements.
- Investigating any quality issues and ensuring that suitable improvement actions are implemented at the earliest opportunity.
- Ensuring that all legal and other applicable requirements have been considered and met.
- Ensuring customer satisfaction through determining specific customer requirements and subsequently checking that these have been met.
- Meeting our Quality Objectives.

The Company's senior management team will ensure that this policy is maintained, relevant and made available as appropriate.

Signed: 

Date: 12/01/2022

Paul Levinson

CONTROLLED DOCUMENT			
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