

Gen2 Policy Statement Quality as Standard

This is the Quality Policy Statement of GEN II Engineering and Technology Training Ltd.

Gen2 recognises that customer satisfaction can only be achieved by supplying a service that totally meets, or where possible exceeds, our customers' requirements and expectations. To achieve this successfully Gen2 processes will be underpinned by robust and appropriate systems and procedures that ensure a 'right first time' service delivery to all our clients and customers.

The Gen2 Executive Team is totally committed to training and development and recognises that its employees represent the Company's greatest asset. Therefore, Gen2 will ensure that all members of staff and subcontractors are equipped with the knowledge, skills and experience to perform their duties efficiently and effectively.

By agreeing specific requirements for each client and ensuring that these are addressed within the Company's processes we aim to deliver a service that gives total customer satisfaction. Gen2 will constantly review and improve its services to ensure that tasks are completed in the most cost effective and efficient manner for the benefit of all its stakeholders.

Gen2 staff are required to work in total compliance with the requirements of its Integrated Management System (IMS), which is in line with ISO 9001:2015; ISO 14001:2015; and BS OHSAS 18001 standards. Consequently, Gen2 is fully committed to operating the organisation under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015; planned and developed jointly with its other management functions. Gen2 is fully committed to operating continuously to these standards and will maintain the necessary Quality Approvals consistent with our customer and contractual requirements.

In adhering to their respective roles and responsibilities all Gen2 staff are required to fully participate in striving for excellence across all functions of the business, using continual improvement as the driving force. Gen2 has

no hesitation in affirming that continuous improvement is a fundamental business imperative.

Gen2 is fully committed to a robust, analytical, self-assessment process and to maintaining effective communications with stakeholders and partners to ensure that a culture of continuous improvement is both achieved and maintained.

This Policy will be reviewed annually at the ISO Management Review Meeting and recorded as such in the minutes..



Paul Storey
Managing Director
On behalf of the Board of Directors of Gen2



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