

**i4 Product Design** is an outward looking, progressive design company whose growth is based on the consistent provision of reliable service and innovative design. It is the established policy of i4 to provide Customers with a design service which exceeds their expectations and fully meets their requirements.

i4 Product Design implements this policy through a Quality Management System which is fully compliant with the principles and requirements of ISO 9001. The Quality Management System includes quality management objectives, organisation and procedures and notes all relevant statutory regulations. Each member of the i4 Product Design team is responsible for implementing the Quality Management System as their role dictates.

Top management is committed to the policy of exceeding customer expectations through continuous improvement of the core design services i4 Product Design provides. Regular review meetings are carried out by the top management to provide a framework for establishing, reviewing and communicating quality objectives.

As part of this Quality Policy, Andrew Chalmers, as Quality Manager, has the responsibility and authority to develop, co-ordinate and monitor the implementation and effectiveness of the Quality Management System throughout i4 Product Design.

## Quality Objectives

Quality is at the core of all business at i4 Product Design and is seen to be the main vehicle towards increased turnover and profitability. Quality objectives have been developed by the top management to suit the purpose and context of the organisation as follows:

1. To always satisfy our customer's design requirements and meet or, where possible, exceed their expectations.
2. To develop and maintain a data control system which is compliant with ISO 9001 and which facilitates easy and reliable access and use of Customer Project data.
3. To continue to seek improvement in the training and development of staff in line with the Quality policy.
4. To continually improve the quality performance of the business by reducing the frequency of internal non-conformance.

These above quality objectives will be reviewed six monthly by the top management who are responsible for the communication of these objectives to staff, customers and suppliers as necessary.

## **i4 Product Design Ltd**

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