

From our inception in 1981, Thomas International UK Limited has grown to encompass more than just the business world. Providing psychometric assessments, training and consultancy, we are now present in business, education and sport, empowering staff, leaders, students and sporting professionals to achieve excellence. From the very conception of the Company our philosophy was and remains to put the client and quality first and as a result it has established a highly regarded reputation with our clients on this foundation.

Thomas International UK Limited is dedicated to continuous improvement of customer satisfaction. It is to this end the Company has established this Quality Management System, which satisfies the requirements of BS EN ISO 9001:2015 as well as to applicable statutory and regulatory requirements.

In order to drive continuous improvement Thomas International UK Limited establishes and maintains specific Quality Objectives that are set across the organisation.

The Thomas International UK Limited team are responsible for the quality of their own work and for compliance to the requirements of its Quality Management System. Employees\* are directed and encouraged to report any quality related issues affecting the company's Quality Management System or Client satisfaction.

This policy is communicated to all employees and any persons working within Thomas International UK Limited's control.

The Quality Management System ensures that the Company can fulfil contractual obligations by:

- Ensuring that all activities which directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators which provide the feedback to enable quality improvements to be maintained.
- Providing up to date documentation, operating procedures and work instructions to all relevant employees.
- The use of suitably competent employees.

*\*Employees here encompasses all personnel employed by Thomas International UK Ltd*

As the CEO I am ultimately responsible for the performance of Thomas International UK Limited company's Quality Management System and the quality of its services. It is important for the continuing development of the company to ensure that this policy is maintained and continues to remain suitable and effective at all levels within the organisation.

Signed by:



**Luke McKeever, CEO**

**Dated:** 1st December 2022