

It is the policy of Intertek Industry Services to operate in compliance with the requirements of ISO 9001(latest Edition) and when applicable for inspection work in accordance with ISO 17020. Wherever possible it is our goal to gain formal recognition to other standards and regulatory requirements as applicable to customer's expectations and needs.

Intertek Industry Services is committed to quality through continuous improvement, assuring that all services provided meet or exceed our customer's specified requirements leading to customer satisfaction, thereby establishing Intertek as a global leader in our operational market.

Intertek's Commitments:

- To continually improve our services
- To meet all applicable requirements
- To achieve total customer satisfaction

In order to meet these commitments, Intertek will, as far as it is reasonably practical to do so:

- Establish, implement and maintain a written quality management system
- Establish measurable and quantifiable goals and objectives
- Provide the necessary information, advice and resources to ensure that employees are adequately trained and understand this policy and its applicable requirements
- Monitor and openly report on the performance of the Quality Management System
- Audit the implementation of this policy to establish its effectiveness and facilitate continual improvement of this policy and the Quality Management System

Responsibilities

The appointed Corporate Quality Representatives has the authority of management to ensure that this policy and the Quality Management System is established and maintained. Regional and local quality representatives have the responsibility to execute. All employees are encouraged and expected to adopt and display the same commitment to quality as outlined in this policy.

This policy statement and the referenced Quality Management System have the complete support of the Senior Management who shall have the inclusive responsibility for ensuring their effectiveness.

Authorized by the; **President Industry Services**



Name: **Jan-Jörg Müller-Seiler**

Dated: **01 October 2017**

Organization Intertek Industry Services		Title/Subject Quality Policy		Number Q-POLICY	
Owner James A. Goree	Approved by Andrew Jackson	Date (mm/dd/yyyy) 10/01/2017	Revision 3	Page 1 of 1	
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