Introduction

The purpose of this Quality Policy is to outline TIS ideals and expectations of in-house systems, to provide a quality business performance which becomes synonymous with outstanding performance.
It is the vision of TIS to be the primary choice in our field of expertise for all customers.

Values

- We care about the health and safety of TIS staff and all the others we work alongside
- We care about our environment and want to leave no negative imprint on it
- We take pride in our work and perform consistently to a professional standard, meeting or exceeding Customer expectations
- The reputation of TIS important to us, and ensures continued confidence with our customers both existing and potential

Objectives

- TIS delivers quality and impartial service to our Customers in a manner that provides great satisfaction and value to the Customer.
- Continuous improvement through feedback and reviews is applied in all aspects of the TIS business.
- Management supports employees' competence and knowledge through training and experience to achieve the best measurable performance.
- A culture of continuously providing excellent services and products while "going the extra mile" is reinforced and understood amongst all TIS personnel.
- TIS commits to complying with all relevant mandatory standards and regulations, including ISO 9001, ISO 17025, and ISO 45001.

To do this TIS will:

- Use the best staff in the industry, and have an unbiased approach to work and reporting, based on objective criteria
- Monitor projects using up to date reporting and timekeeping systems
- Attend project close-out meetings with the client to ensure their expectations have been met and to identify any areas where improvements can be made
- Maintain an internal audit schedule to ensure KPIs are being met
- Regularly monitor competence and training matrices to identify any areas where we can improve the performance of our staff and to ensure training resources are used efficiently
- Give guidance, feedback, and encouragement at regular staff meetings, recognising positive behaviours and outcomes
- TIS welcomes external audits of our systems (namely Telarc, IANZ, Totika) which gives us opportunities to further improve our systems and gives our customers confidence that our systems are consistently of a high quality and are robust
- Maintain a comprehensive Risk Register to ensure all risks have been identified and controls put in place, to reinforce a strong business continuity structure

Thomas Wiseman
General Manager
TIS

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