Quality Assurance Policy Statement

Intelligence Analysis Training Ltd's quality assurance policy is based on principles and values provided for in the Company Mission, strategy and goals.

Quality Management Policy creation is a major strategic direction of the business activities. The Quality Management Policy is regarded as a useful tool for creation and management of effective business processes. The system formation will result in provision of services of consistently high quality, fully meeting customers' expectations.

The company pursues the following goals in the field of quality assurance:
1. Strict compliance of the company's services with international, national, and corporate standards and requirements.
2. Professional and technical level of the services must correspond to or exceed that of the leading enterprises and companies operating in the UK market.
3. Responsibility to customers for the quality of the services rendered.
4. Cost efficiency of the services as compared with other companies operating in the market.
5. Development and implementation of new services that fully satisfy our customers' needs.
6. Continuous monitoring of complaints and claims from customers, and aim to maintain these at zero.
7. Positioning of the company as employing professional staff educated to at least Degree level or processing 5 years relevant work experience, and providing services of high quality.

The strategy for achieving the goals is the following:
1. Focus on the continuous improvement of the company services (in accordance with the market requirements).
2. The development of the Quality Assurance Policy, its implementation, and maintenance, in conformity with ISO 9001 international standards. Certification to 9001 by 2012.
3. Satisfaction of customers' requirements to all services. Fulfilment of the customers' requirements within the shortest periods of time, ensuring highest quality. The services can be provided under Service Level Agreements (SLA) where appropriate.
4. Understanding of the customer needs their present and future specific requirements.
5. Continuous cooperation with customers in order to understand their needs.
6. Transparency – customers may obtain access to information on the quality of the services.
7. Priority of quality issues in "personnel – technology – organisation" chain.
8. Strict quality assurance procedures at all stages of the services life cycle, well defined personnel responsibility for quality assurance.

9. Primary focus on prevention of a possible decrease in quality, rather than on measures to restore the quality level.
10. Consistent training of all personnel in the sphere of quality, each employee's participation in services improvement, rewards for quality improvement.

Signed:

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Director

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