

readingroom	INTEGRATED MANAGEMENT SYSTEM POLICY		
	PAS 99	ISO9001	ISO14001
	4.2	5.1, 5.3, 4.2.2	4.2

IMS Policy

Reading Room are committed to the operation and ongoing development of our Integrated Management System (IMS) ensuring that it supports the highest level of service provision, product innovation and quality. The IMS comprises:

- ISO9001 Quality Management
- ISO14001 Environmental Management
- Reading Room Internal H&S System

The aim of the organisation is to provide an efficient, economical and professional level of quality service committed to responding and providing innovative solutions to our clients needs.

Reading Room is a learning organisation and encourages personal development through training, supervision and support.

The scope of the policy is:

Consultancy, design, build, hosting and maintenance of websites and digital marketing services

Integrated Management System:

The implementation and operation of the IMS has been undertaken to establish a formal mechanism for the adherence of the principles of ISO9001 and corresponding need to create and review objectives and targets for the continual improvement of service provision as well as the Integrated Management System and its requirements to identify and comply with all legislative requirements and those others as defined and selected by the business.

The Policy is communicated to all direct and indirect employees of the business to ensure that Reading Room delivers a unified service to all existing and prospective clients. As such we will profile our policy on our website allowing anyone external to the organisation to view our commitment to quality and environmental management and the prevention of pollution, accidents and ill health, provision of a safe working environment and a continual improvement of these controls.

Reading Room has established processes that measure and review the performance of the business and ensure the evolution of the nature and scope of the IMS and this Policy.

Signed:



Dated:

26/06/09