



## Quality Policy

Our dedicated team is committed to continually improving the service and quality we provide to our customers.

We uphold high professional integrity throughout our organisation, ensuring complete customer satisfaction. Our customers will assess our performance with the ultimate aim of achieving their satisfaction.

We have established ourselves as a leading importer and distributor of automation components. We collaborate closely with our customers and suppliers, actively listening to their needs and exceeding expectations.

Training and improving our processes and procedures will enhance our productivity and efficiency. We set annual objectives, which are reviewed during our management review process. Our monthly management meetings will address issues related to our quality system.

Impulse Automation has developed a quality management system that complies with BS EN ISO 9001:2015 requirements to support these objectives.

It is the responsibility of all employees to adhere to the quality system implemented by our organisation.

The quality system manual is accessible to all employees, ensuring that our quality system is integrated into all areas and embedded in the business's day-to-day operations.