

IPL group | Quality Policy

IPL group (comprised of Innovative Products Ltd & OMNI Instruments Ltd) is a customer-focused, innovative, value-driven organisation that designs, manufactures, and supplies infrastructure products, services and solutions to customers worldwide. High-quality innovative products, creative engineered solutions, excellent customer service and socially responsible business practices define the organisation since its establishment in 1975.

IPL group believe quality is critical to the success of our business. We look to lead the market, add value and raise quality standards beyond statutory and regulatory requirements in order to enhance customer satisfaction and be a trusted source for consistent products and services. Our quality policy conveys our commitment to this guiding principle and our applied aim of excellence in IPL group operational planning, customer focus and company processes. Under senior management leadership, Health & Safety, Quality and Environmental control is built into an Integrated Management System (IMS) that is designed to ensure that customer and applicable statutory and regulatory requirements are identified, understood and consistently met.

All IPL group defined crucial processes operate within the IMS framework and our established and certified Quality Management System (QMS), in accordance with ISO 9001:2015 standard. Our QMS has grown with the development of the organisation and is based on: assessment of risk and opportunity; implementation and measurement of quality objectives, with the aim of continual improvement; and enhanced customer satisfaction. As such, our QMS applies to daily activities and is a trusted means of achieving IPL group's strategic goals. It is within this context that policy is reviewed, updated and scope of certification aligned with our core business: "design, manufacture, supply and service of infrastructure products for utilities, environmental and industrial sectors".

In summary, the Board of Directors, Senior Management and Staff of IPL group commit to our QMS and policy. We aim to:

- Provide consistent good planning by management whereby we set, check and update objectives and measure the effectiveness of the QMS against legal compliance, customer requirements, external review for certification and internal audits, always with the aim of improved QMS performance in dependable design and supply of products and service, reduced non-conformances, and enhanced customer satisfaction.
- Implement risk-based thinking and emergency preparedness, analyse key activities and opportunities, show evidence-based decision-making in which all IPL group critical processes are established, documented, resourced appropriately, and monitored to meet intended results.
- Promote mutually beneficial relationships with all interested parties, customers, and suppliers to better understand requirements and interdependent processes that lead to improved quality, efficiency and opportunities for growth.
- Exceed customer expectations by understanding project needs and providing sustainable infrastructure solutions that deliver quality products and service in a professional, consistent, and timely manner.
- Use qualified consultation, build IPL group team competency levels, and support individual expertise and professional experience through recruitment, mentoring, personnel training, skill development and promotion.
- Uphold our high standards and value in quality whereby all IPL group personnel advance the organisation's quality objectives and are responsible for compliance with standards, codes of best practice, legislative, regulatory and customer requirements.
- Ensure our QMS and policy is applicable to the jurisdictions in which we operate and that it is communicated, understood, and applied by all relevant parties, reviewed annually, amended and re-issued as necessary.



Damien Cordial
Quality Manager




Chris Pullen
Quality Manager

