



An ETS Company

# Quality Public Policy Statement

Version:	Date:	Classification:	Owning team:
6.1	May 23, 2024	Public	ISCO

## Contents

<b>Quality Policy Statement</b>	<b>2</b>
<b>Revision history</b>	<b>3</b>
<b>Approval Section</b>	<b>3</b>

© 2023 PSI Services LLC. All rights reserved.

No portion of this publication may be translated or reproduced in whole or in part, stored in a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) without the prior written permission of the copyright owner. This publication may not be resold, rented, lent, leased, exchanged, given or otherwise disposed of to third parties.

PSI and the PSI logo are registered trademarks of PSI Services LLC

**When displaying in Offices and Test Centres please only print page 2**

# Quality Policy Statement

PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

We achieve this by operating, maintaining and continually improving our Quality Management System (QMS) in accordance with the international standard, ISO9001-2015.

Our quality policy specifies the degree of excellence as “all activities of the organization” which will be carried out in a planned and systematic manner in accordance with our defined and documented policies and processes to meet applicable legislative and agreed customer requirements.

We have set SMART quality objectives and performance against these is monitored, measured and regularly reported to Top Management.

We realize that quality is the responsibility of all personnel, and we actively promote a quality culture within the organization by means of sharing information, including personnel in decision making and delegating specific quality management functions, e.g. quality system maintenance, to suitably skilled and competent people.

Where deficiencies are found, related to the operation of the QMS, corrective and improvement action will be taken to ensure continual improvement of Company policies and processes. The quality system has the full commitment of management.

To ensure that this commitment is delivered, we will:

- Comply with applicable legislation, regulation and obligations
- Understand and meet the quality requirements of our clients
- Understand and meet the needs and expectations of other stakeholders
- Consider quality as a factor when making business decisions
- Set SMART quality objectives and monitor progress
- Incorporate our quality management system within the business operations
- Ensure that staff and suppliers are aware of our Quality Policy
- Ensure that our staff are competent to undertake their assigned roles
- Identify and implement opportunities to improve our Quality Management System
- Monitor the performance of the Quality Management System in achieving its objective
- Make this policy available to external parties upon request

**Owned by:** Kathryn Walker, Director Information Security, Risk & Compliance

**Date:** 23/05/2024

**Next review date:** 23/05/2025



An ETS Company

## Revision history

Version	Date	Comments
4.0	January 19, 2022	Annual Review
5.0	January 20, 2023	Annual Review
6.0	February 1, 2024	Annual Review
6.1	May 23, 2024	Amended to PSI branding and removed all reference to LLH and Talogy

## Approval Section

Name	Position	Date
Kathryn Walker	Director Information Security, Governance, Risk & Compliance	May 23, 2024