

# Quality: Our Policy Statement

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## Who are we?

Ingenious Power Engineering Limited is a professional Utilities, High & Low Voltage Consultant, Infrastructure Designer and Installer and High Voltage Substation builder serving all sectors.

## Why is quality important to us?

We set out to redefine our relationship with utilities, particularly power; physically, commercially and conscientiously.

Quality is woven into the fabric of our ethos and underpins all of our outputs.

Our relentless drive for continual improvement provides the assurances our clients expect and affirms their decision to engage our support to achieve better results, consistently.

We recognize and fully believe that our clients' success directly correlates with ours and for this reason, quality will always be at the cornerstone of our services.

- We care passionately about our customers, our people and the quality of our service
- We are committed to challenging preconceptions about how things should be done to continually improve our performance and ultimately help the industry to make positive progressive steps
- We want customers' experiences of Ingenious Power Engineering to be exciting and rewarding. We help them articulate their needs and use our skills to realise their objectives whilst ensuring their interaction remains pleasurable
- We stand for promises kept, expectations exceeded and working relationships that are mutually beneficial and fun.

## How do we promote quality in our business?

We believe that the best approach to meeting our customers' expectations and driving performance improvement is to employ effective systems and processes that are consistent throughout the business.

We are committed to maintaining 9001 Certification standards for Quality through compliance with all applicable requirements and ensuring continuous improvement.

All of our employees are required to deliver our services through the mandatory processes which ensure that quality standards are maintained and measurable.

We continually seek feedback from our clients, employees and suppliers and use this to help us improve the way we work and interact with all who engage with our business.

Issued	Review	Authorised by	Doc ref.	Ver.	Title
12/2020	12/2023	Managing Director	IPE.CPOL.02	2	Quality Policy

## Who has ownership of quality in our business?

- Whilst we undertake an annual audit of our business processes and all Quality systems, whenever possible we seize opportunities to improve and differentiate our company.
- Each and every member of our team has a direct responsibility for delivering in accordance with Ingenious Power Engineering's methods of working, and more importantly developing and improving the way we work.
- Ongoing training and development of our people underpins our proactive approach to continuous improvement in all that we do.
- Our Managing Director, has full responsibility for Quality within the business, and takes this personally.

*This Ingenious Power Engineering Policy Statement will be displayed prominently and be available to be view by all staff and any external persons who have an interest. It will be kept under review to ensure its continuing relevance.*



**Jason Johnson**, Managing Director  
December 2023

Ingenious Power Engineering Limited

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