



Quality Statement

The policy of Inprocess is to achieve and maintain a high standard of quality in all aspects of its operations and to constantly satisfy the expectations of our customers in respect of all the services offered, with special focus on **Model Design for Simulation and Optimization of Industrial Processes** and on the **Development of Operator Training Systems (OTS)**.

Inprocess aims to ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work. All work is conducted at a high professional standard with technical and commercial integrity, focusing on four operating principles: assistance, flexibility, added-value and continuous improvement. Inprocess devotes all necessary efforts to fulfilling all legal requirements.

Inprocess is committed to effective Quality Management at every level within the business. Inprocess Quality Staff assists Project Managers and Project Personnel with the necessary quality tools to implement their working programs.

Inprocess strives for continuous improvement by constantly evaluating the system in order to identify problem areas, potential issues of concern, and areas of improvement and, therefore to develop and implement corrective actions to address them.

Inprocess will ensure in providing and maintaining its services to its customers that:

- The quality policy is upheld and supported by management at all levels;
- Staff responsibilities and duties are clearly identified;
- Staff are appropriately trained to enable them to undertake their tasks and given appropriate authority within the scope of their responsibilities;
- Sufficient resources are provided to facilitate the work;
- All appropriate documentation is maintained, controlled and archived;
- Periodic audits and reviews of staff and project work are undertaken to ensure that standards are maintained and opportunities for improvements sought;
- Ultimate responsibility within the company rests with the Board of Directors; the Quality Manager, as a management representative, is responsible for all matters pertaining to the quality of our services.
- The Quality Policy is reviewed annually, with the contributions of all company staff, in order to manage the objectives and to improve the system.