KENT INVICTA CHAMBER OF COMMERCE, INDUSTRY & ENTERPRISE LTD
QUALITY MANAGEMENT SYSTEM

QUALITY POLICY STATEMENT

KENT INVICTA CHAMBER OF COMMERCE, INDUSTRY & ENTERPRISE LTD was first established in 1900 and is proud to be the centre of excellence for business support and enterprise services within Kent. We are committed to providing a quality service that meets the requirements of our customers.

Our Company Quality System is designed to:

Provide the best working practices that we can, whilst ensuring we consistently operate to meet the standards demanded by our customers and regulatory requirements, including the BS EN ISO 9001:2015 Quality Management System.

Our aim is:

- To ensure that our current and future customers believe they will only receive excellent standards of service when they use the Kent Invicta Chamber.
- To retain existing and attract new customers which are vital to ensure the profitability and development of the Company.
- To continuously assess our customers' satisfaction levels and identify areas for potential improvements.
- To build or support an environment that is conducive to business growth and enterprise.
- To continually improve, by reviewing the effectiveness, the quality and range of services for the benefit of our customers.
- Achievement of our objectives will ensure that Kent Invicta Chamber maintains a reputation for customer service and satisfaction.
- Maintain a management system that will achieve the Company's Objectives and seek continual improvement in the effectiveness and performance of the system based on Risk.

Our objective is to measure the delivery of quality through:

- Feedback from customers to identify their perception and satisfaction of the services we provide.
- Consistently reviewing the quality system and implementing continuous improvements where possible through regular review meetings undertaken by the senior management team.
- The achievement of the Company's' business and quality objectives.

JO JAMES CHIEF EXECUTIVE