

MISL carry out high quality digitisation and data rationalisation of all document types and integration of electronic files at its premises based in Hoddesdon.

All products and services supplied by MISL satisfy the requirements and intent of ISO9001:2015 for the following scope:-

The secure handling, scanning, disposal and electronic transfer of client data, with document disposal.

The management team provide the highest possible standards of quality for its clients in the delivery of its products and services, whilst maintaining a flexible quality management system based on: -

- The requirements of all interested parties being clearly understood so that our products and services can be delivered in a timely and professional manner.
- All processes employed by MISL to deliver our products and services being determined, agreed, resourced appropriately, documented, monitored, and measured to ensure conformance to: -
  - Customer requirements
  - Measurable objectives
  - Any applicable regulations and legislation
- All employees being competent in their areas of work through academic achievement, training, and experience, where appropriate.
- Effective mechanisms being in place to monitor and measure customer satisfaction so that MISL achieves its commitment to continual improvement.
- Making resources available to ensure that the QMS remains effective in achieving business and quality objectives conforming to the ISO 9001:2015 standard
- A clear process for management review of the QMS, to ensure that it is meeting its requirements, and continual improvement is achieved.
- A planned program of internal audits, being in place, to be carried out at intervals determined by the perceived risk, and business needs.

The Quality Management System has the full support of the management team, staff, and associates. All staff receive regular communication concerning the Quality Management System and have access to the Quality Manual and Quality Policy.

**Kirsty Dennett**

Managing Director