



Lloyd's Register
LRQA

CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

IMS Ltd
Trans Tech House, Gelders Hall Road,
Shepshed, LEICESTERSHIRE
United Kingdom

has been approved by Lloyd's Register Quality Assurance
to the following Quality Management System Standards:

ISO 9001:2008

The Quality Management System is applicable to:

Distributor of running gear as original equipment for commercial vehicles and trailers, including the stockholding of associated parts and servicing accessories. Distributor of Haccon material and handling systems equipment. UK importer of Alex aluminium wheels for trailers.

Approval
Certificate No: LRQ 0962793

Original Approval: 5 October 2000

Current Certificate: 1 November 2015

Certificate Expiry: 31 October 2018

Issued by: Lloyd's Register Quality Assurance Limited



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1 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES, United Kingdom

IMS QUALITY POLICY

IMS Ltd is well known in the UK and Ireland as exclusive importers for a range of high-quality automotive equipment from leading manufacturers in Europe and Asia.

In accordance with IMS policy internationally, IMS Ltd provides exceptional support for its products and their users. This service includes technical advice, both before and after purchase, same-day response to problems and queries, comprehensive product data and instructions, and user training facilities.

IMS recognises the importance of adopting and maintaining internationally recognised standards of quality assurance and regards certification to BS EN ISO9001:2008 as the base from which to build and improve all activities throughout the company.

IMS continually improves the effectiveness of the Quality management System (QMS) by reviewing the following areas of its operation:-

Customer Satisfaction - Non-conformance Report's (NCR's) are reviewed and customer questionnaires (such as net promoter) are carried out to consider customer feedback.

Monitoring of Processes - Annual review of all procedures and work instructions carried out to ensure they comply with current working practices. Scheduled auditing of all systems is undertaken and any recommendations for improvement implemented. NCR analysis is reviewed to identify any weaknesses in the system and instigate preventive and corrective actions as necessary.

Monitoring of Suppliers - NCR analysis reviewed for performance and product conformity.

Training needs of all employees - NCR analysis reviewed to establish personnel effectiveness and highlight any training requirements. 'Success factor' performance reviews carried out in line with the IMS strategy to establish departmental training needs.

The Company Objectives are reviewed annually to establish whether we are achieving the necessary results in accordance with the requirements of the standard.

The management of IMS Limited will ensure that the Quality Management System and the associated procedures and work instructions are accessible, understood, implemented and adhered to throughout the company.



Mr Andrew Dyer, Managing Director

Date:

22/1/15.