



Fenix Insight Ltd Quality Policy

Fenix Insight Ltd provides specialist support and consultancy relating to landmines, cluster munitions, unexploded ordnance, improvised explosive devices and munitions in general. Areas of advice and activity include the development of management systems, procedural drafting, technical research and analysis, quality management, field inspections, training and facilitation, and project oversight.

Fenix aims to be the leader in its field, providing innovative services and products of the highest quality, but also acting as an opinion former, influencing both direction and practice within its industry.

It is the objective of Fenix that all its customers should be entirely satisfied at all times with the products and services provided by the Company, that they should return to Fenix for repeat business whenever the opportunity arises and that they should not hesitate to recommend Fenix to other organisations and individuals whenever appropriate. Fenix actively seeks feedback from its customers in order to continually improve and evolve.

Quality objectives are established for Fenix as a whole and by projects and departments within their own specific spheres of activity. Objectives are reviewed, and actions taken in light of the outcome of those reviews, in order to ensure that the Fenix quality management system satisfies requirements in every respect. Fenix Insight Ltd is firmly committed to the continual improvement of its quality management system.

This policy is itself reviewed at management review meetings and is to be communicated to all staff, permanent and temporary, upon initial introduction to the company and at appropriate intervals thereafter.

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