

Updated September 2026

insightEx Quality Policy Rev01

1. Our Commitment to Quality

InsightEx Ltd is committed to providing training, e-learning, and compliance support of consistently high quality to manufacturers and users of Ex-rated equipment. Quality is central to our reputation and to the trust our clients place in us for ATEX/IECEx compliance support.

2. Our Quality Objectives

We aim to:

- Deliver accurate, current, and technically sound training and compliance content, reviewed against relevant standards and regulatory guidance
- Ensure trainers and consultants are suitably qualified, experienced, and kept up to date through continuing professional development
- Respond to client enquiries and support requests promptly and professionally
- Seek and act on client feedback to continuously improve our courses, materials, and service delivery

3. How We Deliver Quality

We maintain internal review processes for course content and materials, monitor delegate feedback after training, and periodically review our e-learning platform and scorecard tools to ensure they remain accurate and fit for purpose. Where third-party platforms or partners are used to support delivery, we select providers who meet appropriate standards of reliability and data security.

4. Continuous Improvement

We treat quality as an ongoing process rather than a fixed standard. Feedback from clients, changes in ATEX/IECEx regulation and guidance, and lessons learned from our own delivery are used to improve our Services on an ongoing basis.

5. Roles and Responsibilities

Overall responsibility for this Quality Policy rests with the Directors of InsightEx Ltd. All staff and associates involved in delivering our Services are responsible for following our quality procedures and for raising any quality concerns promptly.

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6. Review of This Policy

This policy is reviewed at least annually, or sooner if our Services or business change significantly.