



Statement of Quality Assurance Policy

It is the policy of the Board of Directors of Technical Information Solutions Limited to position the Company as a leading provider of technical information services. This objective is achieved by a sustained commitment to the production of printed and electronic technical literature of the highest standard.

The cornerstone of the Company's policy is the continuous refinement and maintenance of a quality assurance system that complies in full with the requirements of the EN ISO 9001:2000 Standard. To this end, it is the responsibility of the Board of Directors to ensure that the Company:

- ❑ provides the highest attainable level of service to a wide range of organizations;
- ❑ offers first-class support to all of its customers;
- ❑ keeps up to date with national and international statutory legislation applicable to our products;
- ❑ provides appropriate training to support and encourage the professional and personal development of its staff;
- ❑ promotes the value of individuals so that all personnel can fully participate in the Company's mission.

Within the mission context, Technical Information Solutions Limited has the following strategic aims:

- ❑ to consolidate and expand the Company's business in Great Britain;
- ❑ to expand the Company's customer base in Europe and worldwide;
- ❑ to continuously improve the Company's efficiency and the quality of its delivered product;
- ❑ to maintain and increase profits for the Company's shareholders.

All personnel engaged by Technical Information Solutions Limited are required to participate in the thorough and correct application of the quality assurance system in all work undertaken by the Company.

Moreover, all personnel are encouraged to embrace the concept of total quality management by seeking to improve and refine the quality system, and by keeping quality assurance at the forefront in all dealings with clients, suppliers, colleagues, officials and others.

P. M . Bailey
Operations Director
3rd January 2006