IES Quality Policy

The mission of the IES is to provide scientific and technical support to the EU policies for the protection of the environment and the more efficient and sustainable management of natural resources at global and continental scales.

The IES has chosen to use the ISO9001 standard as a tool to monitor the level of its performance and to continuously improve it.

In this framework, the IES management is committed to implement the following activities:

- Focus on our customers’ needs and expectations
- Take responsibility for ensuring the highest Quality of IES outputs
- Maintain a high qualified staff by recruiting skilled people and investing in their development
- Foster collaboration between staff by enhancing the integration of activities
- Sustain a creative, productive and challenging work environment
- Identify possible anomalies within our work processes and propose preventive/corrective actions to improve our organisational performance
- Stimulate exchange of scientific knowledge and information among staff
- Periodically review our management processes
- Provide a comfortable and safe workplace pleasing to staff and welcoming to visitors
- Maintain a Quality Management System (QMS) compliant to the ISO9001:2008 quality standard and to all applicable Commission, JRC and legal requirements
- Effectively communicate the procedures, work instructions and other guidelines to all staff
- Reduce the environmental footprint of the Institute, creating environmental awareness amongst staff and contributing towards the Ispra site environmental management goals in accordance with ISO14001:2004.

The Quality Management System consists of processes which are described in the IES Management Manual. The Process Owners are nominated by the Director; they are responsible for identifying and describing the main processes, for defining objectives and indicators and for monitoring the process performance.

The IES fosters a culture of quality, participation and responsibility among its staff, and expects all staff members to strive to contribute to the above-mentioned activities.

Maria Betti

IES Director

Ispra, 28 January 2013