

Quality Policy

IMSERV specialises in smart metering, complex metering engineering, and advanced energy-data intelligence for businesses, suppliers and public-sector organisations. We are committed to providing high-quality data collection and metering solutions that meet customer requirements, regulatory standards and industry best practices.

Our quality commitments

It is our objective to:

- Delivering accurate, reliable and timely data to support our customers energy management and decision-making.
- Continuously improving processes, technologies and services to enhance efficiency and customer satisfaction.
- Complying with all applicable legal, regulatory and contractual obligations.
- Maintaining a quality management system that aligns with ISO 9001 Quality Management and promotes a culture of continual improvement.
- Investing in training and development to ensure our team is skilled, knowledgeable, and committed to excellence.
- Engaging with stakeholders to understand their needs and expectations, ensuring we deliver value-driven solutions.

This policy is communicated to all employees and stakeholders and is reviewed regularly to ensure its continued suitability and effectiveness.



Jo Cox
Chief Executive Officer