



## Quality Policy

The International Compliance Association is the leading professional body for the global regulatory and financial crime compliance community. We are committed to enhancing the knowledge, skills, and behaviour of professionals in countries across the world.

It is the policy of ICA Commercial Services to:

- Work with and meet the quality assurance standards of Alliance Manchester Business School, the University of Manchester to provide a portfolio of internationally recognised professional qualifications and assessments.
- Develop high quality, up to date, relevant and engaging content that meets the needs and expectations of our students, members, and clients.
- Be customer focused, providing excellent customer service, effectively responding to, and addressing all concerns and complaints in a timely manner.
- Provide the necessary resources to achieve our quality objectives, including fully trained and competent staff, as well as a safe and suitable working environment.
- Comply with all applicable legal and regulatory requirements.

We are committed to the continuous improvement and development of our quality management system, driven by regular review by management of our policies and objectives, as well as internal audits of our processes and procedures.

This policy will be communicated to all members of staff during induction and will be made available via our website for all interested parties. Updates to the policy will be communicated via SharePoint.

Katie McComb  
Chief Operating Officer  
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