Quality Policy

Service commitments | updated: 25 October 2026

Pure Industrial Technical Services (PITS) is committed to providing inspection, calibration, testing, verification, certification-related, auditing, technical consultancy, and training services in line with agreed client requirements and applicable legal and regulatory obligations.

Our commitments

- Understand and review client requirements before accepting work, and communicate the agreed scope and delivery arrangements.
- Provide services using competent personnel and suitable methods, equipment, and documented information for the work undertaken.
- Give appropriate attention to quality, safety, accuracy, reliability, and the responsible handling of client information and property.
- Address feedback, complaints, and nonconformities in a timely and responsible manner.
- Monitor performance and continually improve our services and management practices.

This policy guides our work and supports consistent service delivery. It is intended to be communicated to relevant personnel and reviewed as appropriate.