

NHS Interim Management and Support Quality Policy

NHS Interim Management and Support (NHS IMAS) exists to provide short or medium term support to NHS organisations when they need it.

NHS IMAS believes that our NHS clients deserve, and expect, a continually improving service, to support them in the delivering services to patients.

NHS IMAS achieves this by using a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements.

NHS IMAS also continually reviews and improves our operating processes and services to increasingly add value to our NHS stakeholders. We do this by listening to our clients and responding to their feedback and by reviewing the work we do ourselves. All of our team are responsible for quality and improvement. The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The objectives of NHS IMAS are set out in our Business Plan and specific objectives are set for each assignment, and performance measured against these, to manage our success on an ongoing basis.



Karen Robinson
Head of System Capability and Operations
(Including NHS IMAS)

03 May 2023



Daniel Wood
NHS IMAS Senior Manager

03 May 2023