



MISSION STATEMENT

The mission of The Inspection Group is to deliver the best value in field data collection, analysis, and reporting services for the rental housing industry. We strive to provide the highest quality client services at the best possible price consistent with

- fair compensation for our experienced, professional inspectors and
- a reasonable return on investment

to ensure our financial strength and ability to continue providing quality services, career development, and long-term growth opportunities to our stakeholders.

We do this by:

- Serving clients and their constituents in a helpful, respectful, and friendly manner;
- Providing as much useful and actionable information as possible in a well-organized and user-accessible format;
- Offering practical advice and guidance to help clients continuously improve their asset management and maintenance functions as part of our inspection reporting process and through education and training programs and publications;
- Developing systems and methods to increase the efficiency and accuracy of the inspection process; and
- Fulfilling our commitment to help landlords, tenants, property managers, investors, lenders, municipalities, housing agencies, and taxpayers improve the quality and safety of rental housing and urban neighborhood environments.

QUALITY POLICY

"Our employees are committed to total customer satisfaction through the use of defined processes that translate all requirements into high quality, cost effective products and services. Through execution and continual improvement of these processes, we strive to meet these requirements while exceeding our customers' expectations each and every time."

