

# concentis



## Quality Policy

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## Quality Policy

Concentis Pty Ltd is committed to maintaining and continually improving our delivery of services and human resource capital to the highest quality standards to meet customer expectations, applicable legal and regulatory requirements, and international standards such as ISO9001. To achieve this, we are committed to upholding the following policy, driven by actions, principles and a culture that promotes excellence.

This policy is centred around the following principles:

- **Customer Focus:** We prioritise our customers' needs and strive to understand their requirements to deliver exceptional value.
- **Continuous Improvement:** We are dedicated to continually improving our processes, products, and services to enhance quality and efficiency.
- **Compliance:** We ensure compliance with all applicable regulatory and statutory requirements.
- **Quality Objectives:** We set, monitor, and achieve quality objectives that align with our strategic direction and support our commitment to quality.
- **Employee Involvement:** We involve all employees in the quality management process, providing training and resources to support their roles.
- **Communication and Understanding:** We communicate this policy to all employees and stakeholders, ensuring it is understood and implemented at all levels of the organisation.
- **Review:** We regularly review our quality policy and objectives to ensure their continued relevance and effectiveness.

To achieve desired outcomes we commit to:

- Engaging with our personnel, be they direct, remote, full-time, permanent, casual or contract, to ensure that all are aware of our expected quality standards and ask that they contribute to improving those standards.
- Demonstrate leadership to all our workers by holding management, as well as our workers, accountable for upholding and maintaining the expected quality standards.
- Conduct all activity with a customer focus by having a clear understanding of their objectives and delivering against those objectives.
- Achieving mutual satisfaction for all concerned through managing all worker and customer relationships and interactions with a high level of attention to detail.
- Maintaining a process-driven approach to evaluating the delivery and quality of our services and personnel.
- Making decisions on quality improvements based on evidence rather than sentiment.

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## Reviews & Updates

This policy, our training and approach will be reviewed at regular intervals to maintain relevance to Concentis and our workers.

Date	Page	Amendment	Authorised
June 2024	1	Amend policy to include additional principles	P.Buffington

Created: July 2018  
 Reviewed: June 2024  
 Next Review: June 2025

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