

## Quality Policy Statement


Kordia Solutions Pty Ltd is an industry leader in the professional of managed services to the Telecommunications and Information Technology sectors. We are committed to meeting the needs and expectations of our clients by the implementation of an effective Quality Management System.

**Our fundamental goal is to achieve consistently high standards of customer satisfaction leading to long term relationships with our customers and profitable growth for our stakeholders.**

*To deliver this commitment, we will:*

- Comply with statutory obligations, standards, specifications and codes of practice relevant to quality management;
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System consistent with certification requirements of AS/NZS ISO 9001;
- Providing sufficient and suitable resources to implement and maintain the Quality Management System;
- Engaging suitably qualified, skilled, and experienced people;
- Educating and training in order to continually improve the skills of our people, awareness and knowledge of quality issues and practices;
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence;
- Establishing, reviewing and communicating performance measures and taking action to improve outcomes;
- Encourage consultation and feedback from our customers which will be used to develop and improve new and existing services;
- Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers and implementing effective communication with them on quality and compliance issues.
- Ensure that all employees, subcontractors, suppliers and consultants are aware of and have the necessary skills to fulfil their quality obligations with respect to our operations;

***This approach is fundamental to the success of our business it is the responsibility of every employee to implement this policy***



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