

Kordia Group Quality Policy

Kordia is an industry leader in the provision of 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 and well managed Quality Management System.

Our fundamental goal is to achieve consistently high standards of customer satisfaction leading to customer loyalty, 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;
- ✔ As a minimum, apply the Kordia Project Management Methodology (PMM) to demonstrate conformance with the Quality Management System;
- ✔ Maintain, monitor, review, audit, update and continually improve the Quality Management System consistent with the certification requirements of AS/NZS ISO 9001;
- ✔ Provide sufficient and suitable resources to implement and maintain the Quality Management System;
- ✔ Strive to deliver excellence in the delivery of all our products and services to our customers, in order to build upon our customer loyalty base;
- ✔ Engage suitably qualified, skilled, and experienced people;
- ✔ Educate and train in order to continually improve the skills and competency of our people, and their awareness and knowledge of quality issues and practices;
- ✔ Identify, report, investigate and resolve all non-conformances and take effective and meaningful action to ensure non-recurrence of issues and incidents;
- ✔ Establish, review and communicate 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;
- ✔ Monitor and evaluate 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;
- ✔ Ensure the continual improvement of our management systems, work practices and operational deliverables with an aim to exceed customer expectations;
- ✔ Maintain a culture that ensures that every employee constantly aims to improve the overall quality of Kordia's services delivered.

This policy statement and associated procedures will be reviewed annually with the aim of ensuring best practice is used in order to achieve effective and meaningful quality management within the business.

This approach is fundamental to the success and growth of our business. It is the responsibility of every employee to deliver the objectives of this policy.



Scott Bartlett
Kordia Group CEO

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