



P - 0160

QUALITY POLICY

1.0 PURPOSE

It is the policy of the Group to operate its business in a manner that consistently meets or exceeds the quality standards set by our customers, industry regulators and the community.

The Group is committed to continuously improving the quality of our operations and the services provided by The Group. We ensure to deliver effective solutions and provide exceptional value to our customers.

2.0 SCOPE

This Policy applies to all employees, contractors and visitors who are in workplaces where the Group is present.

3.0 STATEMENT

To assist us in our mission, we have developed a quality management system in compliance to ISO 9001:2015 which emphasises the importance of adequate planning and review. This management system allows us to deliver high quality services for our clients and candidates.

The achievement of our mission is supported by our combined management systems that embrace both quality assurance and continual improvement. Continual Improvement addresses another of our key goals which is to develop our reputation, people and technologies to ensure we have a sustainable practice.

Service quality is determined by our customers and as such this organisation will strive to:

- Set quality objectives that follow the framework set in The Group's Management Manual
- Identify the changing needs and expectations of our customers;
- Maintain processes and procedures which ensure that these changes are met
- Endeavour to provide candidates and training solutions in a timely manner
- Train all staff, including consultants and contractors to act in accordance with the requirements of this policy

THIS QUALITY POLICY REPRESENTS OUR COMMITMENT TO OUR SUCCESS AND YOUR SUCCESS.



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Approved by	Group MD	Related Document(s)	Quality Management System
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