

POLICY

QUALITY

Dept: 2 - Systems & Processes
Area: 21 - IMS
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Our Policy:

SDS is committed to consistently providing products and services that meet or exceed the requirements and expectations of our customers.

Our commitment to excellence in service delivery is shown through our continual improvement of quality management processes, creation of a culture of excellence, and embedding our Vision, Mission, and Values in all organisational activities.

Only through the provision of outstanding services, can SDS ensure long term success and excellence in everything that we do. We are committed to continuous improvement of our operations and services provided to our clients.

To implement this policy, SDS has established a quality assurance process as part of the Integrated Management System (IMS), in line with the requirements of the ISO 9001:2015 Quality Management System Standard.

To maintain our Integrated Management System (IMS) SDS will:

- Continuously identify, assess, manage, and improve all elements of our activities that impact client satisfaction.
- Establish business and quality objectives, which are reviewed periodically through the management review process.
- Maintain compliance with client requirements, legislative and regulatory requirements.
- Provide adequate resources to review and improve organisational processes.
- Maintain and improve systems and controls designed to ensure complete understanding of client requirements and consistent, accurate and effective service delivery.
- Actively seek feedback from clients and address opportunities for improvement.
- Engage commitment to Quality from all SDS Managers, Employees and Suppliers, holding them accountable for maintaining quality of their work/product/service.
- Encourage active participation, consultation and cooperation of all employees, contractors, and visitors in continuous improvement of SDS performance.

This Policy will be communicated to all employees, contractors, and suppliers, and be available for the public.

All employees have responsibilities for policy implementation by participating and contributing to its success through their actions and suggestions.

Authorised by:



Wayne Stone
General Manager