



Quality Policy

Compliance, risk management and reliability underpin our quality assurance principles. We are committed to consistent and comprehensive quality assurance principles.

CORE PRINCIPLES

- We maintain a culture of quality within the organisation
- We monitor and measure processes against policies, objectives and requirements and report the results
- We develop and implement processes to underpin quality client service delivery

To achieve these Principles we ...

- Ensure that standard operating procedures comply with all relevant legislation, codes of practice and Australian and industry standards
- Ensure staff comply with this Policy and **scosa's** standard operating procedures
- Improve our performance and systems through our continuous improvement process
- Maintain a relevant and/or prescribed quality management system certification
- Provide education and training in order to improve our people's skills, awareness, knowledge of quality assurance and practices
- Identify, report, investigate and resolve all industrial relations issues and take action to prevent recurrence
- Maintain all relevant documentation to demonstrate compliance and facilitate process improvement
- Assess our service providers abilities to operate within the same framework

COMMITMENT:

We are committed to ensuring that this policy is communicated, understood, accepted and successfully implemented


Julian Sawicki
Chief Executive


Pete Madsen
President