
POLICY

Dept: 2 - Systems & Processes
Area: 21 - IMS
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Quality

Our Policy

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

Our Vision

Bringing people home safely.

Our Mission

We take the lead on critical-risk activities for our clients so they can focus on their core business.

Our Values

- Our People are key to our success.
- Providing a quality service and focus on our customer's experience.
- We focus on solutions not problems and embrace simplicity over complexity.
- Embracing ownership and achieving excellence in everything we do.

We believe that 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.

In order 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, RTO regulatory requirements of the Australian Skills Quality Authority (ASQA) and relevant Government Legislation and Australian Standards.
- Provide adequate resources to review and improve organisational processes.
- Maintain and improve system and controls designed to ensure complete understanding of client requirements and consistently accurate and effective service delivery.
- Actively seek feedback from clients and address opportunities for improvement that are identified.
- Engage commitment to Quality from all SDS Leaders, 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.

POLICY

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:

A handwritten signature in black ink, appearing to read 'Stewart Masson', is written over a horizontal line.

Stewart Masson
Chief Executive Officer