



Quality Management Policy

Section 1 - Overview

(1) The quality of our products and services is fundamental to the value we provide to our clients, the reputation of our Organisation and our long-term success. Delivering quality requires clear expectations, consistent practices and a commitment to planned improvement where appropriate.

(2) This Policy sets out our commitment to delivering quality products and services through good governance, responsible business practices and a focus on meeting the needs and reasonable expectations of our clients.

Section 2 - Scope

(3) This Policy applies to our products, services and the activities undertaken by or on behalf of the Organisation that may affect their quality.

Section 3 - Policy

Client Focus

(4) We will seek to understand the needs and reasonable expectations of our clients when developing, delivering and supporting our products and services.

(5) We will communicate openly and professionally with our clients and respond to enquiries, issues and feedback in a timely and appropriate manner.

Quality Delivery

(6) We will develop, test, deliver and support our products and services using practices that promote consistency, reliability, security and quality.

(7) We will apply testing, review and other quality assurance activities appropriate to the nature, risk and significance of a product, service or change before it is released or implemented.

(8) We will manage information security as an integral component of product and service quality, having regard to confidentiality, integrity, availability and applicable security requirements.

(9) We will maintain governance documentation appropriate to our business that supports the consistent delivery of our products and services.

(10) We will identify and address issues that may adversely affect the consistency, reliability, security and quality of our products or services.

Planning and Improvement

(11) We will plan the development and improvement of our products, services and business practices having regard to

our strategic objectives, client needs, available resources, identified risks and relevant commercial considerations.

(12) We will seek to implement change in a planned and controlled manner wherever reasonably practicable, recognising that circumstances may occasionally require a timely response to emerging issues or opportunities.

(13) We will monitor the quality of our products and services through client feedback, operational experience, issue management and other appropriate means, and consider opportunities for improvement where appropriate.

Accountability

(14) We will encourage personnel to identify quality issues, propose improvements and contribute to the ongoing development of our Organisation.

(15) We will make decisions relating to quality that are proportionate to the nature, size, structure and activities of our Organisation.

Section 4 - Procedures

(16) Refer to the Issue Management Procedure.

Section 5 - Guidelines

(17) Refer to the Issue Management Guideline.

Section 6 - Definitions

(18) Definitions applicable to this Policy are contained in the Corporate Glossary.

Status and Details

Status	Current
Effective Date	27th July 2026
Review Date	27th January 2029
Approval Authority	Director
Approval Date	27th July 2026
Expiry Date	Not Applicable
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