

Quality Policy

SAFEgroup is committed to delivering quality services to meet or exceed client expectations and focusing on continued improvement in our processes. We accomplish this by establishing, implementing and maintaining a quality policy that is appropriate to the purpose and context of the organization and supports its strategic direction and provides a framework for setting quality objectives.

Objectives

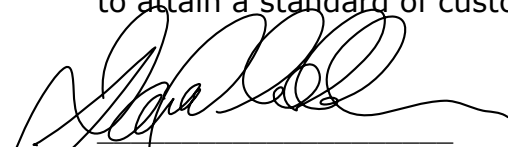
- Customer satisfaction
- Delivery performance
- Proposal acceptance
- Quality of service
- Contract extension/repeat business
- Adherence to contract budget
- Worker retention
- Organisational knowledge

Achieving Objectives

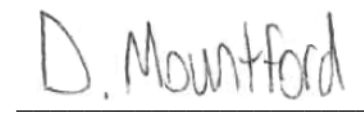
This will be achieved through an integrated process and systems approach by:

- Plan and implement actions to address risks and opportunities associated with its context and objectives;
- Consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- Ensuring all workers embrace the **SAFEgroup** culture of continuous improvement of services and facilitating opportunities to enhance customer satisfaction;
- Understanding the external context by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local;
- Encouraging innovative product, service and process development throughout **SAFEgroup** and actively promote our range of services and products to current and potential clients in order to encourage and sustain growth;
- Continuous monitoring and evaluation of activities to enable the identification of opportunities for improvement; and
- Planning and monitoring financial, contract and supply activities to ensure the long-term involvement and profitability of all stakeholders;

SAFEgroup will continue to strive for best practice and continuous improvement to maintain our sustainable competitive advantage for quality of performance. Our aim is to attain a standard of customer service well above that expected in our industry.



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