

# QUALITY POLICY

We are committed to ensuring our services conform to our clients' expressed requirements. We are also committed to ensuring our clients' peace-of-mind by engaging them with high levels of integrity, open communications and unambiguous service level definitions and product specifications. We are also committed to ensuring our clients regard us as easy to access and flexible to their changing needs.

Through this Quality Policy we are committing to:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services.
- Making every effort to follow and satisfy all agreed customer requirements and all statutory and regulatory requirements related to the service being offered.
- Continually monitoring and reporting of all agreed service quality and performance indicators.
- Continual improvement of the IMS through results of analysis, evaluation, and the outputs of the management review meeting.
- Recognising individuals who demonstrate excellence or innovation in service delivery
- Provide framework for setting quality objectives and measurable indicators of performance.
- Made available to communication with workers in the organisation and made available to interested parties.

We maintain and continuously improve an Integrated Management System that complies with the requirements of the International Standards AS/NZS ISO 9001:2016.

Our Quality Policy is applicable to our directors, all workers and contractors and to any person or organisation that represents us, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy expresses the ongoing commitment by TYECON management and staff to understand, regularly review and continually implement these actions.

**Tye Forrester**  
Director



**8th of January 2024**

This policy is reviewed **annually**, with the next review to take place by: 31st January 2025

