

## QUALITY POLICY

Service Stream combines its extensive experience, people, processes and technology to deliver bundled outsourced solutions. Service Stream is committed to earning and maintaining the confidence of its clients by providing quality resources and services designed to meet client requirements and expectations.

To achieve this objective we will:

- ▶ Communicate our Quality Policy and procedures to all workers to ensure they understand their responsibilities and part in delivering quality service
- ▶ Provide resources and services that comply with statutory and regulatory requirements, standards, codes, certification and contractual requirements
- ▶ Act quickly and assuredly on customer concerns to ensure we meet their needs and key performance indicators
- ▶ Effectively measure, monitor, analyse and review all business areas to promote continuous improvement
- ▶ Maintain Service Streams' Business Management System to meet ISO 9001 requirements, integrating this into all business operations
- ▶ Capture suggestions from clients and workers to improve the effectiveness of the Business Management System
- ▶ Meet periodically to review and revise our Quality Policy and procedures to ensure they remain relevant to the organisations goals and objectives.

Senior Management is committed to the implementation, further development of our quality management system and will strive for continuous improvement.

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