

Quality Policy

Objective

Resonance is committed to delivering excellence for our clients and sustaining a culture of continuous improvement, backed up by a documented quality system and reviews.

Scope

Our quality system encompasses:

- Working environment
- Equipment and resources
- People and culture
- Processes, procedures, templates and checklists.

This policy applies to all employees and contractors of Resonance.

Goals

Our quality goals are to:

- Ensure our staff understand and follow our quality system
- Ensure our operations and projects satisfy applicable compliance requirements
- Consistently deliver quality services and ensure client satisfaction
- Continuously improve our quality system.

Our key performance indicators are:

- 100% of staff are inducted and trained in our quality system
- Zero non-conformances in relation to compliance with legislation, regulations, codes of practice and industry standards
- Zero non-conformances in relation to compliance with our quality systems for planning, delivering, monitoring and reviewing project services and operations
- Continual improvement cycle in place including annual QMS reviews, project audits, staff consultations and updates to processes and templates.

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Responsibilities

To meet our quality objectives, goals and KPIs , we will establish and maintain a Quality Management System that includes:

- Compliance with legislation, regulations, codes of practice and industry standards
- Systems for planning, monitoring and reviewing project services and operations
- Ensuring our employees understand and commit to our clients' requirements and processes, are committed to the delivery of successful outcomes, and have the skills and competencies to plan and deliver quality outcomes
- Monitoring progress and conformity with Resonance and client requirements
- Completing work in accordance with ours and our clients' quality requirements
- Regular reviews to identify issues and continuous improvement opportunities
- Consulting with our clients and responding to feedback.

Applying this policy

This policy applies to all business operations and functions, including those situations where workers are required to work off-site, noting that we will also conform with client requirements.

Communicating this policy

This policy will be available in our workplace.

This policy will be made available to our clients. All workers, contractors and others affected by our business or undertakings will be provided with a copy through their manager or supervisor.

New workers will be provided with a copy as part of their induction.

Supporting Documentation

This policy has been developed with reference to Tasmanian Government requirements and ISO 9001:2015 – Quality Management System. It is supported by our Quality Management System as outlined in the Quality Management System document.

Approved

Timothy Phillips

Director

Signature

Date 7/11/24



Patrick Cullinane

Director

Signature

Date 7/11/24



Version

Version 2.2 – Quality Policy