

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

- 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, 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.

Responsibilities

To consistently deliver quality services and ensure client satisfaction, we will:

- Ensure 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
- Monitor progress and conformity with Resonance and client requirements
- Complete work in accordance with ours and our clients' quality requirements
- Conduct Regular reviews to identify issues and continuous improvement opportunities
- Consult with our clients and respond 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 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 this Quality Management System document.

Approved

Timothy Phillips

Director

Signature

Date 27/2/24

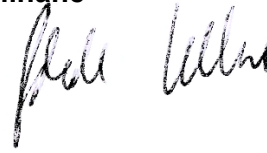


Patrick Cullinane

Director

Signature

Date 27/2/24



Version

Version 2.1 – Quality Policy