

**POLICY NUMBER: SLPOL001:3****POLICY TITLE: QUALITY POLICY**

Supersedes: SLPOL001:2

Release Date: September 2019

Review Date: September 2021

## 1.0 PURPOSE AND SCOPE

Skillset Limited (Skillset) is committed to consulting and engaging with our local communities on how Skillset can best meet their needs and support local business and youth.

Skillset strives to meet and exceed the expectations of our customers through provision of services to the highest standard and welcoming and encouraging customer feedback at all times. This Policy outlines our commitment to achieve these objectives.

This Policy is relevant to all Skillset Employees.

## 2.0 POLICY

Skillset is committed to implementing and maintaining a quality focused management system to ensure that all of our services meet the requirements of our customers. Senior Management are committed to this Quality Policy and the supporting systems designed to deliver its objectives and make the following commitments with respect to our business approach:

- To implementing, maintaining and the continuous improvement of our management systems to assure the quality of our products and services.
- To build a mutually profitable relationship with our customers, ensuring their long term success, through understanding our customer's needs.
- Skillset will ensure that all Skillset Employees shall be competent on the basis of appropriate education, skills, experience and training and ongoing performance management.
- To continually improve the capabilities and competency of our employees through induction, ongoing education, training, and Management support and to the ongoing evaluation of the effectiveness of Company policies and supporting business systems through formal Management Review.
- To inform all Skillset employees of Skillset's commitment to quality and ensure that it's employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our business objectives as well as meeting clients' expectations. Equally it is the responsibility of all Skillset employees to familiarise and comply with Skillset policies and procedures.
- To establishing, maintaining and continuously improving customer (client) services systems and processes to deliver a reliable, predictable and user friendly service, to monitor and improve our performance and to continuously seek solutions to assure we always meet client expectations.
- To supporting clients and continuously improving the level of service through identification and where possible development of new products and technologies or services to support and where possible enhance client needs to ensure we provide them with cost effective, value based solutions.

Authorised by: Craig Randazzo

Position: CEO

Date: December 2021