

Kordia Group Quality Policy Statement

We are committed to “The Kordia Experience” – we seek to: **engage** with our clients to understand their needs, **exceed** their expectations, and **enrich** our relationship with them.

Our goal is to achieve consistently high standards of customer satisfaction. To do this we need an effective Quality Management System.

We will strive to:

- Provide excellence in the delivery of all our services to all our customers;
- Consult with and seek feedback from our customers, and use it to improve services;
- Engage suitably qualified, skilled, and experienced people;
- Continually improve the knowledge, skills and competency of our people;
- Ensure that all employees, subcontractors, suppliers and consultants are aware of and have the necessary skills to fulfil their quality obligations with respect to our operations.
- Maintain a culture of continuous improvement to Kordia’s services.

At a minimum we will:

- Comply with all relevant laws, standards, specifications and codes of practice;
- Maintain, monitor, review, audit, update and continually improve the Quality Management System to AS/NZS ISO 9001 certification standards and appropriately resource it;
- Where applicable, apply the Kordia project management methodology (PMM);
- Identify, report, investigate and resolve non-conformances and take meaningful action to prevent recurrence of issues;
- Establish, review and communicate performance measures for employees, consultants, subcontractors and suppliers and take action to improve outcomes.

This policy statement and associated procedures will be reviewed annually.



Scott Bartlett
Kordia Group CEO
Date: 8 April 2020
Version: 4



Quality
ISO 9001

