

Quality Policy

Upskills Qld is committed to achieving total customer satisfaction through vigorous innovation and constant improvement of its business processes. The purpose of the Quality System is to systemise, rationalise and refine the activities necessary to achieve our main business purpose. It is not intended to create an unwieldy, bureaucratic system that requires considerable effort to maintain, but a practical and comprehensive Management System based on Upskills Qld's stated commitment to customer satisfaction and continuous improvement.

The policy embraces the following key principles :

- We will utilise our Quality System framework to achieve our objectives as well as additional customer requirements by making conscious and controlled decisions.
- We commit to a philosophy of continuous improvement of our Quality Management System (QMS) that will help advance our business.
- Although our QMS will be flexible in order to work with the business we will always comply with the requirements of ISO 9001:2015 through third party certification.
- The satisfaction of customers, both external and internal, shall be the primary focus of our Quality Management activities.
- Staff shall be encouraged and empowered to participate in improvement activities and management must make sure that the necessary resources are available.
- Company management is fully committed to our Quality Policy through active participation in improvement activities and leadership by example.
- To apply resources for easy and effective communication between Upskills Qld and staff;

This Policy will be communicated and applies to all Upskills Qld employees and contractors where appropriate. The Quality Policy will be reviewed at our yearly management review.

Approved by: Brian Abrahamson (Managing Director)

Signature:



Date: 01/11/2024