



1 PURPOSE / BACKGROUND

This policy provides the framework for the quality objectives of SYC Ltd. (SYC) and is consistent with the requirements of applicable international standards and regulatory bodies.

2 POLICY STATEMENT

SYC is committed to providing a consistently high quality service that is open and accountable, takes into consideration the needs and requirements of its users, complies with statutory, regulatory and accreditation requirements and is continually improved.

SYC is focused on achieving excellence through timely, accurate, relevant and consistently high quality services with a focus on client outcomes, achieving client satisfaction at all stages of operations and providing mechanisms for continual improvement at all levels of the organisation.

- **On our clients**

SYC will listen to our clients, understand and balance their needs and expectations with those of our employees and society and endeavour to provide satisfaction to all parties.

- **On leadership**

SYC will establish and communicate Our Purpose and through our leadership exemplify core values to guide behaviour to achieve this.

- **On our people**

SYC will involve our people in the organisation's development, utilise their knowledge and experience, recognise their contribution and strive to provide an environment in which they are motivated to realise their full potential.

- **On our processes and systems**

SYC will take a process approach towards the management of work and manage our processes as a single system of interconnected processes that delivers the organisation's objectives.

- **On continual improvement**

SYC will provide an environment which encourages creativity and innovation to continually improve the efficiency and effectiveness of our services, processes and our management system.

- **On our decisions**

SYC will base decisions on the logical and intuitive analysis of data collected from accurate measurements of services, process and system characteristics.

- **On our Partners**

SYC will develop strong relationships with our partners, and work with them to jointly achieve Our Purpose and improve our performance.



3 DEFINITIONS

For purposes of this document, unless otherwise stated, the following definitions shall apply:

Nil

4 ASSOCIATED DOCUMENTS / REFERENCES

In support of this policy the following documents apply:

SYC Strategic Plan 2.0Wards 2018

AS/NZS ISO 9001:2015 Quality management systems - Requirements

5 APPLICABILITY, ACCOUNTABILITY, RISK ASSESSMENT AND PROPERTIES

The Quality Policy applies to all SYC Directors, permanent, fixed term or casual employees and volunteers.

Organisational compliance with this policy will be determined through management review, internal and external audit, employee and client satisfaction surveys and employee and client feedback.

Document Properties			
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Opportunities for Improvement in relation to this policy or its implementation may be registered in Skytrust.