

## Quality Policy

### Policy Purpose

The principles outlined here are embedded in all aspects of our business and are integral to delivering value to our stakeholders and trainees. 'Quality' is not something that takes place in isolation, or is the responsibility of 'someone else' – it is ingrained in the way we do things on a daily basis. We are a self-aware organisation that is able to reflect and improve if things are not going well and change and document our practices as required.

### Application

This is a ServiceIQ Policy and it applies to all ServiceIQ employees, Board member and customers/suppliers. ServiceIQ policies will be reviewed and amended as necessary with reasonable notice given to employees.

Failure to comply with this policy may result in disciplinary action being taken, up to and including dismissal.

### Policy

The ServiceIQ Quality Policy is:

ServiceIQ will facilitate a world class service industry in NZ. Through our understanding of service sector needs, we will work collaboratively with all stakeholders to provide innovation in industry training focusing on the development of recognised training solutions that support both industry and government initiatives for tertiary education and workforce development.

Our policy is also influenced by the Tertiary Education strategic priorities, five (from six) of which are applicable to ServiceIQ.

- Delivering Skills for New Zealand
- Getting at-risk young people into a career
- Boosting achievement of Maori and Pasifika
- Improving adult numeracy and literacy, and
- Growing international linkages.

The CEO and GMs provide a commitment to continual improvement of our quality systems in line with any changes in ISO 9001:2015 requirements; internal or external audit outcomes; or changes to our business operating environment. This includes updating and refining this Quality Manual as required.

## Quality Policy

### Process:

The Quality Policy is communicated throughout the organisation through line management, and reviewed regularly at Management Review meetings to confirm its applicability and relevance. All personnel are made aware of the Quality Policy as part of this Quality Manual, accessible via Sharepoint platform, and through the QMS overview induction carried out for all new employees.

The material documented in the Quality Management System Manual, and published policies, processes and procedures, are an accurate reflection of current practices. If staff become aware of a divergence from these, or if compliance is impossible or impractical for any reason, they must advise the Finance & Business Assurance Manager. Additionally, staff are encouraged to query these policies, processes and procedures, if the intended results can be achieved in a more cost effective, efficient or reliable manner.

### Approval

Function	Role
ServiceIQ Policy Owner	GM Finance, Quality and Systems
Contact Person	Finance & Business Assurance Manager

### Record of Issues/Updates of this Policy

Version	Date	Nature of Amendment
2.0	March 2019	Included reference to Quality Management System Manual in Paragraph 2 of the Process paragraph, added new Chief Executive

Signed: 

Date: 22/3/2019

Andrew McSweeney – Chief Executive Officer  
ServiceIQ