



Level 1, 63-65 Bayview Cres
The Basin VIC 3154
0487 410 772
john@equalbytes.com.au
equalbytes.com.au

QUALITY MANAGEMENT POLICY AND PROCEDURE

POLICY

Equal Bytes provides professional consulting services to a wide range of organisations, including councils and government departments, throughout Australia and New Zealand.

Equal Bytes is committed to continuous improvement and has established quality management procedures which provide a framework for evaluating and improving our performance. Quality is also improved by our innovative bespoke approach to projects.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and further, exceed their expectations.

DEFINITIONS

Quality is defined as “the degree to which a set of inherent characteristics fulfills requirements.”

Quality Management includes applicable policies, procedures and guidelines and how they are implemented to achieve quality results.

PROCEDURES

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution. It represents the wise choice of many alternatives.”

William A Foster

Quality in our work is important to:

- Meet the client’s needs and expectations.
- Avoid higher costs of corrective actions and defect repair.
- Avoid the project costing more and decreasing customer confidence.
- Keep project and communication running smoothly.
- Keep team morale high.

We have the following systems and procedures in place to support us in our aim for total customer satisfaction and continuous improvement throughout our business.

*Working together
to help companies thrive
in a rapidly changing world*

Before Project:

- Carefully examine the job tender to ensure we have the time, expertise and staff to complete the project to a high level of client satisfaction.
- Meet with clients to determine quality expectations before the engagement commences. This may include reviews, feedback loops, drafts etc.

During the Project:

- Spend time understanding the problem/opportunity.
- Create a partnership built on strong communication and understanding.
- Apply appropriate high level industry standard methodologies and align them to the culture of the organisation.
- Provide independent and vigorous advice.
- Focus on delivering benefits.
- Use our extensive experience to add value.
- Be agile and responsive to the client's needs.
- Send out weekly updates and constantly assess feedback to make improvements.
- Ensure quality management is embedded in all aspects of client dealings and the work produced.

After the project:

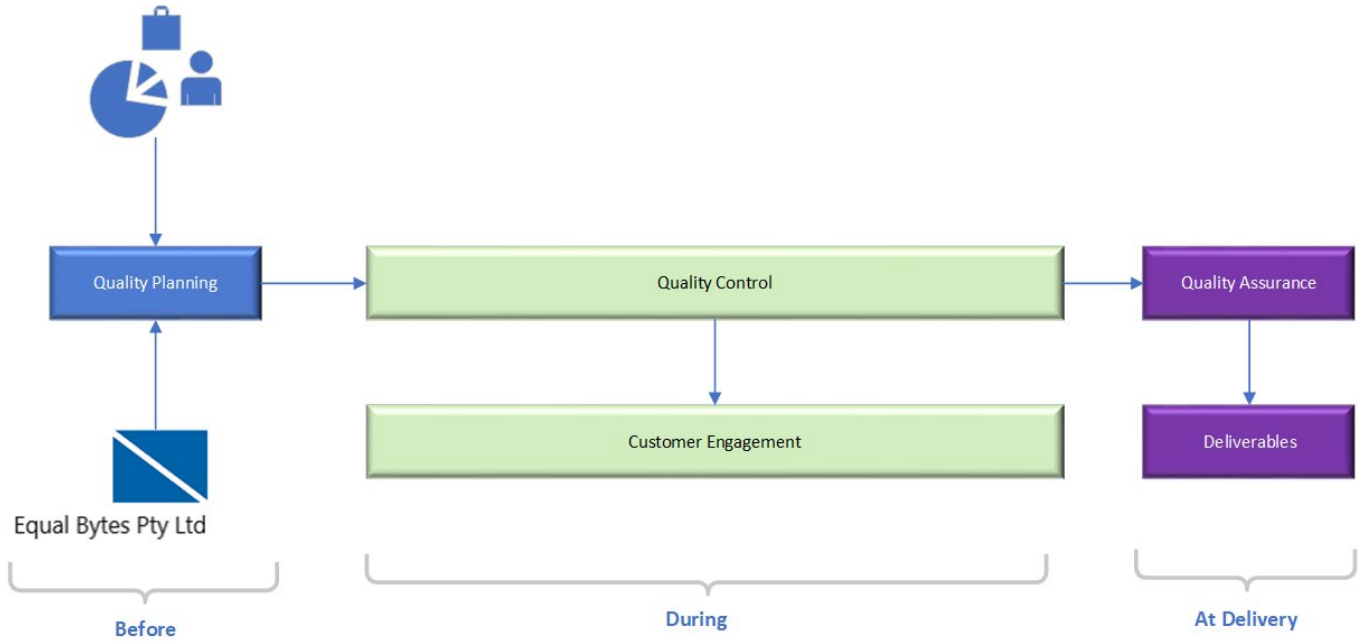
- Gather and monitor client feedback.
- Management and team review of project performance, the results of which are stored for future access.
- Continued training and development of staff.

Our internal procedures are reviewed regularly and quality management is an integral part of weekly staff meetings.

Although the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to ensure that quality is embedded within the whole of the company and reflected in the work they produce.

Written By: Kaye Csorgo

Last Reviewed: June 2020



Kaye Csorgo
 Quality Assurance Officer
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This policy will be reviewed on a regular basis to evaluate continued relevance and to monitor compliance