

## QUALITY POLICY

Complex Solutions operates a property cleaning business in the Sydney metropolitan area. The Business is professionally managed with the objectives of ensuring a high level of service to its Clients. Management is committed to industry best practices and continual improvement to ensure the maintenance of high quality services and Clients satisfaction.

In order to ensure that it provides the quality of service that its Clients expect Complex Solutions has established business objectives of:

- identifying Clients needs and expectations
- engaging personnel with appropriate skills and abilities to meet or exceed those needs and expectations
- training personnel so that they can provide the quality of services expected by Clients and Complex Solutions' quality management system
- monitoring procedures and work processes to ensure the highest standards of performance are achieved by Complex Solutions
- regularly obtaining and analysing Clients feedback on Complex Solutions performance
- reviewing Complex Solutions overall performance to achieve continual improvement in the quality of its service.

The success of Complex Solutions quality management system relies on the co-operation and involvement of its personnel at all levels. Complex Solutions ensures that all its employees and subcontractors are aware of and understand the need to comply with the Companies quality policy and the requirements of its quality management system in their daily work activities.

Complex Solutions has established a quality management system based on the requirements of AS/NZS ISO 9001:2015 Quality management system – Requirements.

Complex Solutions strives to achieve Client satisfaction through the planning and control of all its activities as set out in that quality management system.

The quality policy is approved and issues by the General Manager of Complex Solutions.



Ash Jones  
General Manager  
January 15<sup>th</sup> 2021