

## Quality Management Policy CHS-PO-IMS-001

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CHS Group has established a commitment to the management of the quality of the services it delivers to the community and other customers.

This commitment includes:

- Establishing measurable objectives and targets to ensure continual improvement aimed at elimination of defects.
- Documenting, using and reviewing work procedures that avoid nonconformities.
- Reviewing these procedures to ensure they remain appropriate and effective.
- Complying with all relevant legislation, regulations, standards and codes of practice that are applicable to this organisation.
- Consultation with all staff members, the community and other interested parties.
- Providing training, education, and resources to staff to implement the Integrated Management System.
- Identifying and quickly resolving quality issues.
- Regularly monitoring the performance of service delivery.
- Ensuring that the public is aware of our quality management program.

Our commitment to our staff includes:

- Skill development of all employees to achieve CHS Group objectives.
- Reviewing and evaluating training needs.
- Assisting employees reach their full potential.

Our commitment to our community includes:

- Addressing issues identified by members of the community and other clients so that complaints and concerns are quickly and adequately addressed.

This policy is reviewed annually to ensure it remains relevant and appropriate to the organisation.



Tim Hopper  
Managing Director – CHS Group  
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