

Quality Management Policy

SureFact Australia Pty Ltd is committed to delivering professional services in our area of expertise that meets the highest possible quality standards. We will strive to always exceed the expectation of our customers in the delivery of the service that we supply to them.

Our Quality objectives are:

- Use the Quality Management System as a tool in achieving consistent outcomes across the organisation.
- To provide consistency in the delivery of our products and services.
- Provide an accurate and professional service on all occasions to add value to our clients business.
- Deliver our product (s) in a timely fashion.
- Conduct ourselves in a professional manner at all times.
- Ensure continuous improvement in the level of professional services supplied to our customers.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customer's requirements and statutory obligations. Our quality management system will provide mechanisms for detecting shortfalls and for stimulating process improvements.

SureFact will adopt procedures and disciplines to ensure that:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
- Responsibilities for quality are established and communicated clearly to all employees and contractors; and
- The policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance, and the organisation will regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

Signed by Directors:

Geoff Dixon	Patrick Henderson	Paul York
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