



# Quality Management System Quality Policy

Version 1.0 published 04/11/22





<b>Version</b>	<b>Date</b>	<b>Updates</b>
1.0	04/11/22	-

# Quality Policy

## Objective

To ensure continuous quality assurance to the delivery of an Arbor Professional, by adopting a Quality Management System (QMS), providing the capability to maintain and continually improve our people (Professionals) in accordance with the requirements of the International Standard ISO 9001.

## Applicability

Arbor employees, including temporary contractors, freelancers and full time equivalents, who deliver business services, or support the delivery of services to our customers are expected to adhere to the Arbor Quality Policy and its corresponding sub-policies.

## Principles

These specific requirements for setting up and managing an effective quality management system emphasise Arbor's commitments of:

- Determining the processes needed for the QMS and their application throughout the Company.
- Identifying the sequence and interaction of these processes through the use of Process Flow Documents.
- Identifying criteria and methods required to ensure the effective operation and control of these processes through project management teams.
- Ensuring the availability of information necessary to support the operation and monitoring of these processes through project management files and contract information.
- Identifying processes needed for management activities for provision of resources, service realisation, measurement, analysis and improvement.

## Scope

This policy is designed to uphold the company's reputation for providing and supporting systems that enable schools to operate more efficiently and effectively. This is achieved through the delivery of quality assured professionals, and the operation of efficient and effective complaint and feedback programmes.

It is policy to ensure that:

- Procedures are in place to manage, monitor, measure (where applicable), and analyse these processes.
- Implemented actions necessary to achieve planned results and continual improvement through meetings and reviews, together with the corrective action procedure.
- Any outside services are identified and controlled. Control of such outside services is identified within the quality management system through purchasing controls.
- Outsourced processes are compliant with legal requirements and customer specifications. These requirements will be highlighted through the QMS.

All Arbor partner(s), associate(s) and employees are responsible for implementing the policy within their areas of responsibility.



James Weatherill  
CEO