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Quality Assurance Policy
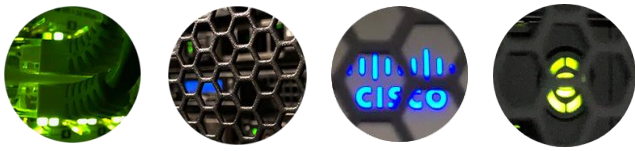
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POLICY SYNOPSIS

Quality assurance is the process of verifying or determining whether products or services meet or exceed customer expectations. Quality assurance is a process-driven approach with specific steps to help define and attain goals. This process considers design, development, implementation and evaluation. It is essentially about learning what we are doing well and striving to do it even better. It also means finding out what we may need to change to make sure we meet the needs of our customers.

FyfeWeb recognises the importance of consistency as a fundamental requirement for the efficient and secure operation of the business. Quality assurance plays a crucial role in ensuring that products and services are available as and when needed, are provided at a consistently high level and operate as expected. The availability of our services is more important than ever, as is accommodating for and facilitating our Customer's every requirement while maintaining an excellent level of service which fulfils or exceeds their requirements. Quality encompasses not just our products and services, but our staff, our culture and our security, compliance & business management.

1.0 – PURPOSE & OBJECTIVIES

The purpose of this policy, is to outline a quality framework and management system which is designed to help the Company maintain and otherwise ensure a high standard of service and information availability.

The objectives which underpin FyfeWeb's Quality Management System are: (a) to work in partnership with customers, suppliers, sub-contractors and local communities to ensure their needs are understood fully, to ensure that the quality of service is provided to specification, delivered on time and completed within budget; (b) to get it right the first time, each and every time; (c) provide a consistently high level of service and support; (d) to actively seek Customer feedback to use as a format for continuous assessment, improvement and growth; (e) to provide relevant, up-to-date and in-depth training on a regular basis to ensure that employees are capable of providing high, consistent levels of service, in accordance with the Company Health and Safety at Work Policy, environmental standards and quality policy.

2.0 – SCOPE

Including but not necessarily limited to: (a) All information systems within the Company, including both electronic and paper; (b) All processes, projects, services and procedures; and (c) All FyfeWeb Ltd staff (including consultants, contractors, temporary staff, casual staff and permanent staff or anyone else who may have access company systems, network or information who don't fit the above criteria).

3.0 – COMMITMENTS

- We are committed to accommodating the needs and exceeding the requirements of our customers and users;

- We are committed to achieving continual improvement across all aspects of our quality management system;

- We are committed to creating and maintaining a working environment which allows everyone to achieve their full potential and to become fully involved in working towards and achieving our objectives;

- We are committed to maintaining relationships with appropriate external, internal or interested parties to ensure optimum business performance and to meet our business, social, regulatory and legislative responsibilities.

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4.0 – POLICY

FyfeWeb's policy is to maintain effective and efficient quality assurance processes, which have been planned and developed in conjunction with all aspects of the business (including stakeholders, employees and different departments/functions contained within the business). This means that our QA processes have been designed to eliminate deficiencies and inaccuracies and to ensure overall high-quality standards, which should be implemented by all staff into their work. To that effect, FyfeWeb shall: (a) maintain consistency in work method throughout in accordance with set policies, procedures and applicable laws and regulations or codes of practice without significant deviation; (b) ensure that all policies, procedures, applicable laws and regulations and codes of practice are implemented and systematically reviewed to reflect FyfeWeb's core values and standards; and (c) regularly monitor and measure the quality of our work, outputs and outcomes with the purpose and view of ensuring high quality standards, best value and continuous improvement.

5.0 – RESPONSIBILITIES

(a) The quality management team, which forms part of our Legal & Compliance Directorate bears overall responsibility for FyfeWeb's Quality Management System.

(b) It shall be the responsibility of the quality management team to report on quality assurance to the Board of Directors.

(c) It shall be the responsibility of the Board of Directors to approve FyfeWeb's quality assurance strategy and to ensure its implementation throughout.

PUBLIC DOCUMENT CONTROL

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