



QUALITY MANAGEMENT SYSTEM POLICY

1. It is our policy to ensure that the highest possible standards with respect to Education and Training are achieved and maintained.
2. We strive to give our clients the best and most effective service possible which will meet and exceed their requirements, needs, and expectations.
3. The operations manual details a framework for setting and reviewing objectives and assigns responsibilities for the operation of the management system.
4. We maintain and continually improve our quality management system.
5. Our QMS defines the management of the activities of our organization.
6. We endeavour to ensure that our QMS satisfies the requirements of ISO 9001:2015, and compliance with any relevant legislation and regulations.
7. **Management is committed to:**
 - 7.1 Satisfy applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
 - 7.2 Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
8. We will use the following management principles as a framework to assist us to improve organisational performance:
 - 8.1 Customer focus
 - 8.2 Leadership
 - 8.3 Engagement of people
 - 8.4 Process approach
 - 8.5 Improvement
 - 8.6 Evidence-based decision-making
 - 8.7 Relationship management

This Quality Policy has the full support of Senior Management and all staff and will be monitored by the Assurance Manager for continued suitability during annual management reviews.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by Senior Management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived. This policy is available to relevant interested parties, upon reasonable request.


Ms M MARAIS
PRINCIPAL

2018-03-13
DATE