

Quality Policy

SME Assistance Group is dedicated to the provision of exceptional industrial relations support to SMALL AND MEDIUM ENTERPRISES throughout South East Queensland. Interstate enquiries may be accepted; however our marketing is primarily aimed at SEQ, being our immediate focus area.

To provide exceptional service, an organisation must have internal processes underpinned by an ethos of quality. Our quality policy directs our activities, procedures and systems toward a centralised and core objective – exceptional quality. We make the solemn commitment to all clients and stakeholders to comply with the requirements of our Quality Management System.

Our quality objectives are:

- a) **To provide exceptional quality in every service that we provide;**
- b) **To surpass client expectations with our strategic and operational expertise;**
- c) **To achieve 'wins' for our clients without compromising our QMS obligations.**

To achieve this, each service that we provide is defined by a Quality Planning Checklist. The purpose of the Quality planning checklist is to clearly state the requirements of our clients; what we will do to meet those requirements; our goals and expectations for planned outcomes; how we intend to monitor and assess the service to ensure it is capable of delivering the planned outcome; the resources that we will need; the documents that we will use and who has authority at the end of the day to take responsibility for the various activities required to provide the service.

Our quality objectives will be reviewed annually to ensure their continued relevance to our clients. The basis of the review will come from client surveys, complaints (if any) and the industrial relations environment including analysis of regulatory requirements.

SME Assistance Group, through the determination, establishment and maintenance of our Quality Management System is committed to continuous improvement.

Our Quality Management System is based on a systems approach adopting quality planning of processes setting measured objectives, collecting data for verification and validation and testing the data against the stated criteria.

Our Quality Management Systems approach identifies non conforming attributes which occur during our processes and seeks to identify and address those issues during the course of the job.

Our Quality Management Systems approach analyses data captured to identify areas of improvement and the prevention of non conformance issues in the future.

As a small business agency it is necessary to ensure that our systems are efficient and timely and deliver the best quality information about our processes, effectiveness and client satisfaction.

Our quality policy is not optional. It is the obligation of the personnel of SME Assistance Group as well as outsourced consultants and service providers to adhere to our quality management system: As such all stakeholders are well advised.

Our quality policy supports our core objectives for quality. These objectives are measurable and will be assessed against defined criteria.

The review of our Quality Management System occurs as part of our Management Review process at least annually.

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Carolyn M. Tate, Director