

Our Policy

Madrain Pty Ltd has established a commitment to effectively managing the quality of the services it delivers to customers and the community.

THIS COMMITMENT INCLUDES:

- Establishing measurable objectives and targets to ensure continual improvement aimed at the elimination of defects;
- Documenting, using and reviewing work procedures that avoid nonconformities;
- Reviewing these procedures to ensure they remain appropriate and effective;
- Complying with all relevant legislation, regulations, standards and codes of practice that are applicable to this organisation;
- Consultation with all staff members, the community and other interested parties;
- Providing training, education and resources to staff to implement the Integrated Management System.
- Identifying and quickly resolving quality issues;
- Regularly monitoring the performance of service delivery; and

- Ensuring that the public is aware of our quality management program.

OUR COMMITMENT TO OUR STAFF INCLUDES:

- Skill development of all employees to achieve Madrain Pty Ltd's objectives;
- Reviewing and evaluating training needs; and
- Assisting employees to reach their full potential.

OUR COMMITMENT TO OUR COMMUNITY INCLUDES:

- Addressing issues identified by members of the community and other clients so that complaints and concerns are quickly and adequately addressed.
- This policy is reviewed annually to ensure it remains relevant and appropriate to the organisation.

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BK CHUN

Operations Manager - Madrain Pty Ltd

Date: Thursday, June 9, 2022

