

Quality Policy

Service Stream



Service Stream is committed to earning and maintaining the confidence of its stakeholders by providing quality resources and services designed to meet stakeholder requirements and expectations. We combine extensive experience, people, processes, and technology to deliver bundled outsourced solutions.

We are all accountable for our actions and decisions as they relate to quality management and we encourage all workers to keep quality front of mind. It is expected that employees, sub-contractors, and other stakeholders meet their obligations and comply with Service Stream quality management requirements.

We aim to continually improve the quality of our products, services, solutions, and all other outcomes. To achieve this, we will:

- Communicate our Quality Policy and procedures to all workers to ensure they understand their responsibilities and part in delivering quality service;
- Provide resources and services that comply with statutory and regulatory requirements, standards, codes, certification, and contractual requirements;
- Act quickly and assuredly on stakeholder concerns to ensure we meet their needs and key performance indicators;
- Effectively measure, monitor, analyse and review all business areas to promote continual improvement;
- Maintain Service Streams' Business Management System to meet ISO 9001 requirements, integrating this into all business operations;
- Reinforce to our workers, the quality expectations through our programs of induction, consultation, coordination, education, and training;
- Capture suggestions from stakeholders and workers to improve the effectiveness of the Business Management System;
- Meet periodically to review and revise our Quality Policy and procedures to ensure they remain relevant to the organisations goals and objectives;
- Remain committed to the implementation, further development of our quality management system and will strive for continual improvement.

Service Stream Policy Approval

Approved by: Leigh Mackender
Managing Director, Service Stream Limited

Date: 20 October 2021