



**5<sup>th</sup> June 2020**

**Beyond the Maze Pty Ltd - Policy Statement (Quality Assurance)**

At Beyond the Maze we are committed to ensuring the services we offer meet the requirements of our customers providing on time, efficient and friendly services.

We are committed to providing the highest levels of attention to detail for all clients whilst working with our clients to ensure sound levels of customer satisfaction whilst resolving issues as they arise and identifying any opportunities for improvement for us and our clients.

**We will achieve this through**

- Cultivating supporting working relationships with our clients and our team to achieve positive solutions to maintain our focus on quality of service.
- Ensuring this policy and our procedures are understood and implemented.
- Engaging suitably qualified and experienced personnel and providing training to our team to continually improve their skills whilst providing awareness and knowledge of our business practices.
- Proactively reducing business risks and promoting employee health and wellbeing.
- Identifying, reporting, investigating, and resolving all non-conformances and taking action to prevent recurrences.
- Meeting contractual and legislative requirements and expectations of our clients.
- Engage with our team to maintain a health and safe workplace
- Establish effective objectives, targets and KPIs for our business.

**Quality Objectives**

- To work with business owners using a range of programs and proving support whilst assisting them to reach their goals.

Signed *Paula Burgess*

Date\* Jun 16 2020

Founder & Director

\*Reviewed every 12 months.