

QUALITY ASSURANCE POLICY

Pickwick is committed to the continual improvement of services that we provide to meet its customer's and ISO 9001 standard requirements.

We recognise the fact that quality is everyone's responsibility. Pickwick's goal is to maintain the highest attainable level of quality and reliability, at the lowest practical cost through establishing objectives and targets.

It will develop a list of hazards and aspects pertaining to the business operations and from these establish workable objectives and targets to set progressive goals on the quality performance. The objectives and targets must contain quantifiable measures of performance, responsibilities and timeframes for implementation.

Performance against objectives and targets shall be reviewed annually by the Senior Management team and the results are to be tabled at Operations meetings to communicate effectiveness of the business operations.

The training of the Company management and employees is fundamental to the success of its quality program. In addition the Company will continue to liaise closely with its subcontractors and suppliers to ensure that they provide similar attention to quality principles.

The objectives are designed to ensure that the business is focusing on all aspects of quality covering the following:

- Management Systems.
- Communication.
- Customers/Clients.
- Recruiting/Training.
- Legislation/Corporate Governance.
- Business Development/Growth.
- Budgets/Forecasts.
- Administrative.
- Operations.

It is the intention to maintain and build on Pickwick's reputation for quality by continually achieving a standard of service that complies with specifications, standards, statutory regulations and contractual obligations and by encouraging full employee involvement and commitment. The Company reinforces this through an underlying commitment to minimal response times in issues regarding quality.



Ken Holder
Chief Executive Officer
Pickwick Group Pty Ltd
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