Quality Management Policy

POLICY STATEMENT

Altaira's management team and staff are committed to operating and maintaining an effective Quality Management System (QMS) in accordance with AS/NZS ISO 9001:2015.

We are committed to consistently meeting client, statutory, regulatory, and contractual requirements, and to continually improving the suitability, adequacy, and effectiveness of our QMS.

This policy provides the framework for establishing and reviewing measurable quality objectives and supports Altaira's strategic direction and commitment to safe, reliable service delivery.

QUALITY OBJECTIVES

Our quality objectives focus on the continual improvement of our QMS and the consistent delivery of quality services. Objectives are measurable, monitored, and reviewed during Management Review. We aim to:

1. **Client Satisfaction**
   Maintain overall client satisfaction results at ≥ 85% positive responses in six-monthly surveys.

2. **Reduction of Non-Conformances**
   Reduce repeat non-conformances by 10% year-on-year through corrective action and root cause analysis.

3. **Training Compliance**
   Maintain 100% compliance in mandatory training and regulatory requirements for all active staff.

4. **Corrective Action Effectiveness**
   Ensure 100% of corrective actions are closed within agreed timeframes and effectiveness is verified.

5. **Internal Audit Completion**
   Complete 100% of scheduled internal audits as per the annual risk-based audit program.

QUALITY MANAGEMENT SYSTEM

We will use the QMS to:
   a) Record and manage incidents, hazards, near misses, non-conformances, and improvement opportunities.
   b) Analyse trends to support risk-based thinking and identify meaningful areas for improvement.
   c) Assess risks and implement effective controls.
   d) Conduct risk-based audits to identify gaps, corrective actions, and further improvement opportunities.
   e) Collect and review client and employee feedback to support continual improvement.
   f) Monitor staff training needs and ensure training supports competence and service quality.

PERFORMANCE MONITORING

Performance monitoring activities are designed to evaluate the effectiveness of our processes and the achievement of quality objectives.

Monitoring includes:
• Evaluation of process effectiveness

• Analysis of trends and identified risks
• Outcomes of audits and corrective actions
• Feedback from clients, employees, and stakeholders
• Demonstrated improvement in QMS processes

Where objectives are not achieved, corrective actions are implemented and monitored for effectiveness.

REVIEW

Formal Management Review Meetings are conducted annually, or more frequently if required, to assess:
• The performance and ongoing suitability of the QMS
• Progress toward quality objectives
• Risks and opportunities
• Resource requirements
• Audit outcomes
• Effectiveness of corrective actions
• Client and employee satisfaction results

Management Review outputs include documented decisions and actions relating to improvement opportunities, changes to the QMS, resource needs, and updates to quality objectives.

COMMUNICATION

This Quality Policy is:
- Communicated to all employees and relevant stakeholders
- Available as documented information
- Reviewed for ongoing suitability during Management Review
- Made available to interested parties upon request

All employees are expected to understand and apply this policy within their roles.

CONCLUSION

Our QMS provides a structured framework for achieving quality service delivery, identifying system deficiencies, managing risks, and driving continual improvement.

Success is measured by our ability to strengthen QMS processes, enhance client satisfaction, maintain regulatory compliance, and improve overall organisational performance in alignment with AS/NZS ISO 9001:2015.