

## Quality Policy

Gartner Rose is fully committed to meeting the needs and expectations of our clients, complying with legislative and ISO 9001:2015 requirements and achieving best practice outcomes by implementing and maintaining our Integrated Management System (IMS) – including the Quality elements.

This system has been designed to ensure that quality objectives are established and measured, management reviews conducted, appropriate resources are available to effectively implement the processes and mechanisms are in place in to ensure and facilitate continuous improvement.

We evidence this commitment by:

- Maintaining, monitoring, reviewing, auditing and continually improving the IMS and associated tools to ensure that it is consistent with the relevant certification requirements
- Complying with statutory obligations, standards, specifications and codes of practice relevant to IMS
- Engaging sufficient and suitable resources to implement and maintain the IMS
- Engaging suitably qualified, skilled and experienced personnel
- Providing education and training to continually improve the skills of Gartner Rose workers, awareness and knowledge of quality issues and practices
- Identifying, reporting, investigating and resolving non-conformances and taking action to prevent recurrence
- Establishing, reviewing and communicating performance measures and taking action to improve outcomes
- Monitoring and evaluating the quality performance of our subcontractors, consultants and suppliers

Quality is the responsibility of all workers of Gartner Rose. Specific accountabilities are contained within project documentation, development plans, subcontracts and Job Descriptions. All workers of Gartner Rose are encouraged to suggest process and/or procedure changes to improve quality outcomes.

The management team, staff, contractors and stakeholders of Gartner Rose have been made aware of their responsibilities and obligations to our quality assurance objectives. Further, all workers make a commitment to continually improve meeting and exceeding our clients' specified requirements in a timely and professional manner.

Endorsed by:



Daniel Rose  
Managing Director