

## QUALITY POLICY

We aspire to be a premier consultancy in asset management, focusing on maintenance planning, scheduling, training, and strategy development across various ERP systems, with a particular expertise in SAP. Our goal is not only to bolster our clients' operations through digital advancements but also to innovate by creating cutting-edge digital solutions that enhance efficiency for both our clients and us. Our dedication to continuous improvement drives us to constantly expand our product range and explore fresh avenues for delivering exceptional value and service.

All documentation and processes are underpinned by **ISO 9001 Quality Management Systems**, as well as compliance to relevant local government, state, and federal statutory, legislative, and regulatory requirements.

This policy aligns with our strategic vision and provides a framework for establishing and pursuing quality objectives and continually improve to enhance customer satisfaction.

### Management focus on achieving continual improvement of the IMS by:

#### Customer focus:

- Our primary commitment is to achieve total satisfaction through exceeding customer objectives and requirements
- Understanding, and anticipating, customer needs and expectations through feedback, surveys, and market research
- Monitoring the voice of the customer and taking appropriate action when necessary
- Guarantee the delivery of products and services to ensure we add value to our customers

#### Leadership:

- Act and operate with integrity in all engagements
- Operate to foster a positive image of Complete AMS both internally and externally
- Actively promote our range of services and products to current and potential clients to encourage and sustain growth

#### Employee engagement:

- Effectively developing employees' talents and competence through instruction and training
- Encourage and engage our employees to demonstrate that quality comes first by continuously increasing knowledge of customers, business partners, products, and processes

#### Continuous improvement:

- The business IMS is designed to promote and support continuous improvement in all undertakings
- Employees are engaged in a culture of continuous improvement
- Optimise and standardise processes within the company
- Establishment of quality metrics to allow measurement and management
- The Risk Management Plan will be used to mitigate and manage risks and opportunities

**Complete AMS** will continue to strive for best practice and continuous improvement to maintain our sustainable competitive advantage for quality of performance and effectiveness of the IMS that forms the basis of organisation operations. Our aim is to attain a standard of customer service well above that expected in our industry.



**Kane Watkins**  
Chief Executive Officer  
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