

## 1. Purpose

### **At Maxima, quality is integral to everything we do.**

To achieve quality, Maxima is efficient, legal, accountable, sustainable, participatory and reflective in practice by delivering services for employment, training and career development that are effective, of good practice, safe, accessible, fair, responsive, inclusive & culturally sensitive and coordinated.

#### Maxima will:

- Provide the highest standard of service and care to our customers;
- Promote a positive culture of health and safety and is committed to eliminating injury as far as practicable by identifying and eliminating hazards and reducing health and safety risks;
- Promote sustainability and environmental awareness;
- Support National Reconciliation.

This policy forms the framework upon which Maxima sets its Business, Quality, Safety and Environmental objectives, and is the driver for maintaining a robust Integrated Management System to provide the best customer service and comply with all relevant legal and regulatory requirements. Maxima makes this Policy available to all interested parties.

This policy applies to all Maxima employees, customers, contractors, subcontractors and any other interested party.

## 2. Principles

### **Maxima has adopted the seven quality management principles from Quality Management Guidelines to:**

- Listen to and understand our customers;
- Demonstrate values and culture driven by Leadership;
- Empower workers by building and sharing knowledge;
- Use a process approach;
- Have an ongoing focus on improvement and innovation;
- Make decisions which are risk-based (preventative) and evidence-based;
- Invest in corporate relationships.

### 2.1. The Approach

#### **Maxima have adopted the following approach to demonstrate our commitment:**

- Setting measurable quality, safety and environmental business objectives, which are monitored, analysed and evaluated;
- Planning, designing, developing, producing, delivering and supporting services to meet customer needs and expectations;
- Seeking, measuring and monitoring people's satisfaction and taking appropriate actions;
- Enabling fair and effective representation and contribution for people to raise new ideas, share knowledge and experience;
- Communicating the mission, vision, strategy, policies and processes throughout the company;
- Managing risks;
- Problem solving issues using a continual improvement model;
- Making decisions based on evidence; balanced with experience and fairness;
- Ensuring that data and information are sufficiently accurate, reliable, controlled and secure;
- Establishing collaborative development and improvement activities with suppliers, partners and other interested parties;
- Encouraging, recognizing and celebrating achievements.
- The effective implementation of this directive requires the commitment of all personnel.