



QUINTESSENTIAL

Quintessential Quality Policy

Quality is important to our business because we value our customers. We continuously strive to provide high services and support in a professional manner that consistently meets the quality standards established and exceeds expectations of our customers. To achieve this, we are committed to continuously improving our operations and the products and services delivered by Quintessential. This policy applies to all Quintessential employees, sub-contractors, and service providers operating under the Quintessential banner.

We recognise that the quality of our products and services is determined by our customers' needs and expectations, and that the role of relationship and rapport is critical in our delivery. Our Quality Policy's primary goal is to achieve positive client experiences, delivery of services within the agreed timeframe and compliant with the service agreement.

Our principles are to:

- Delight the customer and work closely with community
- Provide culturally sensitive and competent services
- Place value ahead of cost

Our objectives are to:

- Identify our customers' needs and expectations
- Develop and maintain processes and procedures that ensure that any changes are identified and accommodated
- Achieve efficiency in our operations, attention to detail and responsiveness to our customers' needs
- Provide an environment for our own employees that is psychologically and culturally safe, supportive and fulfilling

As a boutique company, we will:

- Invite those who work with us to identify improvement opportunities
- Remove waste and inefficiencies, eliminating any non-value adding aspects of our processes
- Strive to ensure that customer and community satisfaction is achieved
- Support the adoption of quality systems and management practices in order that all customers and stakeholders alike benefit from our commitment to quality

The Quintessential Director is committed to:

- Assisting and cooperating in ensuring that this policy is followed
- Actively participating in the adherence of this company to the achievement of the goals and objectives of this policy

Patrick Albina

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Quintessential Founder & Director
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