

Quality Policy

1. POLICY STATEMENT

Humanihut is committed to providing the highest level achievable in the quality of all products and services in accordance with the customer's requirements and the applicable statutory, regulatory and industry requirements.

2. RESPONSIBILITIES

All Humanihut employees, contractors and authorised agents must adhere to the guidelines outlined in this policy to avoid the risk of poor product or service quality and customer complaints.

3. OVERVIEW

Humanihut aims to achieve improved productivity, efficiency and quality by having an effective and properly managed Business Management System conforming with the requirements of ISO 9001:2015 exceeding the customers' expectations.

Humanihut's objectives are measurable and consistent with the quality policy, including commitment to continual improvement, organisational excellence and quality awareness through:

- innovative process improvements,
- training our people,
- offering competitive rates,
- value for money to our clients.

Humanihut will provide strong leadership and lead by example to ensure all our people:

- understand and take ownership of our quality and service standards,
- provide value-adding service and gain high levels of client satisfaction,
- provide ongoing improvement by setting high standard quality requirements, and
- are encouraged to voice new ideas and innovations and continuously review and improve our work processes.

This policy is applicable to Humanihut in all its operations and functions including those situations where our people are required to work off site.

4. CONSULTATION

Method of Consultation	Group/ Forum Consulted with	Date	Feedback provided
Humanihut Policy Review Board	Humanihut SMT Members	3/08/2022	Endorsed


Quality Policy			Version 1.1.	Page 1 of 2
Document No: POL-012	Effective Date: 18 August 2022	Next Review Date: August 2023	Approval Authority: Senior Management Committee	

5. VERSION CONTROL

Version	Date	Description	Document Writer
1.0	09/08/2022	First draft	S White
1.1	16/08/2022	First release	S White

6. RELEASE AUTHORITY

This policy is released under authority:

Release Authority	Signature	Date
Neale Sutton Managing Director Humanihut Pty Ltd		18 August 2022

Quality Policy			Version 1.1.	Page 2 of 2
Document No: POL-012	Effective Date: 18 August 2022	Next Review Date: August 2023	Approval Authority: Senior Management Committee	