

CITA SERVICES QUALITY POLICY



CITA Services Pty Ltd (CITA Services) is an Australian owned business committed to be a premier provider of communications infrastructure solutions for our clients. We know how to build, maintain and support communications infrastructure with a robust understanding of the rigour required to deliver successful outcomes for our clients.

CITA Services Senior Management is committed to maintaining and continually improving our management system, the integrated CITA Services Management System (CMS). All employees, suppliers and contractors are invited and expected to share this commitment. Quality is everybody's business within CITA Services.

In summary our Quality objectives are to:

- Consistently provide quality communications infrastructure solutions that conform to customer and regulatory requirements;
- To achieve and exceed customer requirements;
- To continually build the capability of our staff by ensuring they are competent and qualified for the tasks they perform, and that they are fully familiar with quality system documentation in order to implement the policies and procedures in their work;
- To persistently strive for operational excellence to support our Quality Management System and our vision; and
- Comply with ISO9001: 2015 to achieve continual improvement in the effectiveness of our Quality Management System and the integrated CMS.

Achievement of our Quality objectives involves all staff, being individually responsible for the quality of their work, and being proactive in suggesting ways to improve our business performance. This policy is provided and explained to each employee, prior to commencement and is reinforced regularly in the workplace.

Approved By:



Kumaran Inthusegaram

CITA Services - Director

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