

# QUALITY POLICY

## Our Vision:

To harness the power of people and technology for a better future.

## Our Objective:

Our core purpose is to enable our customers' success.

## Our Strategy:

Is to enable our customers' digital transformation by creatively evolving our solutions capability.

We achieve this by investing in Innovative Solutions, Remarkable People and Organisational Excellence, which are delivered through our Solutions Framework. This provides Customer Success, which in turn leads to Exceptional Performance

With our focus on helping customers solve complex business challenges using innovative technology solutions, our vision and strategy is upheld through Data#3's quality values, commitments and goals. We fulfil our commitments for service, quality, cost, delivery and customer satisfaction by:

- Maintaining a quality management system certified to ISO 9001
- Aligning our Quality Policy and commitment with our strategic, operational and performance planning frameworks
- Maintaining our Quality Policy and ensuring it is communicated, understood and applied within the organization and available to interested parties, including contractors, sub-contractors and employees
- Identifying, understanding and satisfying customer, legal and other requirements applicable to our business activities and services
- Establishing measureable quality objectives for meeting customer requirements and driving and improving performance
- Establishing and enhancing processes to support Data#3's quality commitment, including but not limited to goals and planning, responsibilities, resources, communications, operational processes, monitoring, audits, reporting, reviews and customer feedback
- Enabling staff competencies, creativity, empowerment and accountability through strong leadership, commitment and effective programs
- Prevent incidents that may lead to property damage, process losses and product quality impacts
- Driving continual improvement and innovation based on well-defined outcomes, smart business processes, thought leadership and best practice

Since its original certification in 1994, Data#3 Limited (DTL) has demonstrated its ability in providing market-leading business technology solutions. Through our guiding principles, everyone in Data#3 is responsible and accountable for fully satisfying our customers by meeting or exceeding their needs and expectations.

## Business Commitment:

Our people are committed to the continual development and improvement of our products and services and the way they are delivered in order to meet and exceed our customer expectations. Our commitment to quality is an ongoing process of improvement that strives to deliver consistent, reliable and accurate service from every level of the organisation.

Data#3's business improvement combines our quality management system together with the commitment of our people to continuous improvement. Our business improvement focuses strongly on enhancing customer satisfaction and continual improvement of our quality management system.

Data#3 Limited is a Quality Certified Company to the International Standard: AS/NZS ISO 9001:2015, holding SAI Global Certification Number QMS43024 expiry date 31st August 2021. The system consists of company policies, standards, procedures, guidelines and business process documented information.

Laurence Baynham



Chief Executive Officer and Managing Director, Data#3 Limited