



# Quality

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Sykes Group Pty Ltd (The Company) is a market leader and preferred supplier of innovative solutions that keep customers productive by delivering on-time every time, quality products and services in a professional and cost effective manner, which satisfy or exceed the requirements and expectations of our national and global customers.

We are committed to:

- Establishing the Quality function throughout all operational and service activities.
- Maintaining an effective Quality Management System throughout the manufacturing facilities of the Company in line with the requirements of *AS/NZS ISO 9001:2015 Standards*.
- Creating a culture of commitment to goals and objectives by communicating and measuring key performance indicators and continually improving our business processes.
- Promoting the value of team work and employee participation in suggesting and identifying improvement opportunities.
- Adhering to policies and procedures in accordance with the Company Management System.
- Working with our customers and suppliers to continually improve the quality of our products and services.
- Providing adequate resources to continually improve and proactively participate in continual improvement activities.
- Comply with statutory obligations, specifications and codes of practice relevant to quality management.

The principles in this policy apply to all Company locations.

Gus Elliot  
Chief Executive Officer

Revision	Date	Description	Approved by
1	November 2020	First release of final document	GM PCS
2	August 2022	Change of Entity	GM PCS

POLICY – QUALITY			
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