

Quality Policy

Our quality management system is critical in underpinning our operations. It ensures that our work is consistent, transparent and helps us identify and apply continuous improvements in a systematic way. Our commitment for delivering high quality products and services is set out in our Quality Policy and customer service charter.

Quality Policy Statement

Falzon Pty. Ltd was established in 1998 to provide Financial services to Federal, State and Local Government for their IT requirements.

Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with products and services which meet and exceed their expectations.

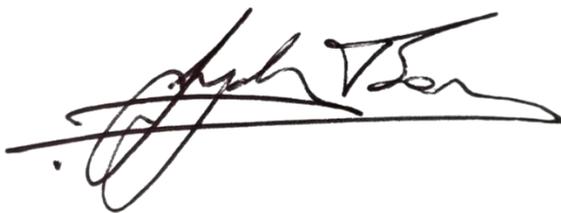
We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving quality performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback
- A strict corrective and preventative action procedure
- Selection and performance monitoring of the entire supply chain
- Continuous training and development of employees
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a electronically which is made available to all employees.

Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.



Sydney Borg