

<b>Title:</b>	Quality Policy		
<b>Document ID:</b>	PQ0-02		
<b>Version</b>	<b>Status</b>	<b>Effective Date</b>	Page 1 of 2
1	Status: Effective	28 <sup>th</sup> February 2022	

Aligned to our Vision of "Delivering Excellence Together", Crystal Lean Solutions is dedicated to providing a high quality training and consultancy service experience to our customers. We recognise that it is all our collective responsibility, including both staff and management, to deliver a standard of excellence per our Quality Policy, which is deployed through the application of our Quality Management System.

This Policy applies to all visitors, contractors, employees, and people working for, or on behalf of, CLS.

We are committed to following our **3C** principles of **Customer**, **Compliance** and **Continuous Improvement** described as follows:

### Customer

- ✓ Working together to satisfy or exceed our customer expectations.
- ✓ Providing a safe and professional learning environment such that our clients have the best experience possible.
- ✓ Engaging, developing, and enabling all visitors, contractors, employees, and people working for or on behalf of the organisation to deliver excellence.

### Compliance

- ✓ Ensuring that what we do is done in compliance with all appropriate regulatory requirements and our internal procedures and policies.
- ✓ Ensuring that everyone in the organisation, or working on behalf of the organisation, is aware that each individual is responsible for quality.

### Continuous Improvement

- ✓ Continuously assessing our QMS and processes to ensure they remain current and effective.
- ✓ Together, we are always striving to make our business better.