

BT AUTOMATION QUALITY MANAGEMENT POLICY

BT Automation is a software development company with a presence in Australia and Singapore, we provide ServiceNow software solutions principally for government clients and select commercial sectors. On behalf of our clients we manage the entire software development lifecycle, from requirements gathering and analysis; through to design, implementation, testing, deployment and maintenance. BT Automation can also provide licensing resale and ongoing customer support (e.g. Service Desk) functions.

We believe that our clients expect and deserve a continually improving service. We aim to provide a service of continuous improvement that meets our clients' requirements and to produce finished work of which we are justifiably proud.

Our Quality Management Policy is defined, and strongly driven by the following management principles and behaviours, to:

- build a mutually profitable relationship with our customers, ensuring their long-term success through accurate understanding of their needs as well as the needs of their customers
- achieve our commitments for quality, value-for-money to the customer, cost, and schedule
- enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- develop staff competencies, creativity, empowerment and accountability through appropriate development programs
- show strong management involvement and commitment.

Our company aims to achieve these goals by implementing a management system that complies with the international standard of quality management ISO 9001:2015. This includes our commitment to:

- meet the requirements of our clients
- learn from customer feedback
- satisfy legal and regulatory requirements
- continual development of the quality management system to ensure it remains effective.

Only by providing outstanding service and product quality will we achieve our aims of long term success and sustained improvement. We strive to fully satisfy our clients by meeting, or exceeding, their needs and expectations through best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer raises an issue, we are committed to investigating the to do our best to put right all justified complaints.

The policy, objectives, organisation and procedures necessary to achieve the required standards are contained in our Quality Management System (QMS) which is described in our Quality Management Plan (QMP).

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the required standards.