



## Policy

DCBC is committed to the consistent delivery of professional and efficient customer service to our clients and stakeholders and to the continual improvement of the effectiveness of our Quality Management System.

Quality is the responsibility of each employee. Every staff member is accountable for the quality of their output and is responsible for following documented procedures and work instructions as well as reporting or communicating non-conformances wherever they see them.

DCBC has ensured that the quality objectives as documented in Section 6.2 of the quality manual:

- i. Are appropriate to the purpose of the organization.
- ii. Include a commitment to meeting customer requirements and to continuous improvement.
- iii. Provide a framework for establishing and reviewing quality objectives.
- iv. Are communicated and understood at appropriate levels in the organization.
- v. Are reviewed for continuing suitability.

The quality objectives documentation is controlled in accordance with Section 6.2 of the quality manual.

David Parkes CEO