

# Kordia Group Quality Policy Statement

We are committed to “The Kordia Experience” – we seek to:  
**Engage** with our clients to understand their needs;  
**Exceed** their expectations, and  
**Enrich** our relationship with them.

**Our goal is to achieve consistently high standards of customer satisfaction. To do this we need an effective Quality Management System.**

We will strive to:

- Provide excellence in the delivery of all our services to all our customers;
- Consult with and seek feedback from our customers, and use it to improve services;
- Engage suitably qualified, skilled, and experienced people;
- Continually improve the knowledge, skills and competency of our people;
- Ensure that all employees, subcontractors, suppliers and consultants are aware of and have the necessary skills to fulfil their quality obligations with respect to our operations;
- Maintain a culture of continuous improvement to Kordia's services.

At a minimum we will:

- Comply with all relevant laws, standards, specifications, and codes of practice;
- Maintain, monitor, review, audit, update and continually improve the Quality Management System to ISO 9001 certification standards and appropriately resource it;
- Where applicable, apply the Kordia project management methodology (PMM);
- Identify, report, investigate and resolve non-conformances and take meaningful action to prevent recurrence of issues;
- Establish, review and communicate performance measures for employees, consultants, subcontractors and suppliers, and take action to improve outcomes.

This policy statement and associated procedures will be reviewed annually.



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Neil Livingston

Kordia CEO  
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Quality  
ISO 9001

