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## Quality Policy Statement

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Kalista Ltd is committed to providing reliable and efficient services, maintaining customer satisfaction at the highest level; whilst conforming to its long-term objectives and requisite statutory and regulatory requirements.

In order to achieve this, the Board promotes a fully Integrated Management System which meets the principles of:

- Customer focus;
- Leadership;
- Engagement of People;
- Process Approach;
- Continual Improvement;
- Evidence based decision making and;
- Relationship management

We will achieve these principles by:

- Understanding customer needs and expectation for products and services;
- Focusing on creation of value for customers;
- Ensuring a balanced approach among customers and other stake holders needs and expectations; then communicating these expectations through the organisation;
- Being proactive and leading by example;
- Considering the needs of all stakeholders including customers, owners, suppliers, local communities and society at large;
- Fostering clear, open, honest and quality communication between staff, teams, customers, suppliers and the public;
- Establishing clear responsibilities, authorities and accountabilities;
- Continually looking to improve efficiency and effectiveness of all processes and provide feedback to enable quality improvement to meet customer needs and expectations;
- Being innovative in furthering the development of SMART quality objectives and establishing measures and goals to guide and track improvements;
- Actively seek opportunities to make improvements and enhance competencies, knowledge and experience with the promotion of quality awareness.

The Kalista Board ensures that this policy is communicated, understood and implemented at all levels within the organisation.

**CHIEF EXECUTIVE OFFICER**



Graeme Bowkett

**DATE**

**22/06/2017**