



STATEWIDE GROUP TRAINING (SA) INC

QUALITY POLICY

PURPOSE:

Statewide Group Training (SA) Inc (SGT) is committed to ensuring that quality and integrity remains a priority within the organisation.

SCOPE:

This policy applies to:

- Board Members
- All staff, including: Managers, Field Officers, Administrative Officers; full time, part time, casual, temporary or permanent staff; apprentices and trainees, contractors, sub contractors, and work experience personnel.
- how SGT provides services to clients.
- on site, off site or after hours work; work related social functions; conferences – wherever and whenever staff may be as a result of their SGT duties

POLICY:

SGT's mission is to be the first choice in the provision of human resource services and job opportunities to global best practice standards for its identified customers and to the satisfaction of its stake holders.

The company's reputation is founded upon community recognition of its commitment to excellence, and the provision of customer service of the highest quality.

In order to achieve this and provide consistency and reliability throughout all operations SGT adheres to a standard of Quality Assurance based on the quality endorsed National Standards for Group Training Providers.

Every SGT staff member has a responsibility to maintain a high level of quality and total customer satisfaction to ensure that SGT continues to provide quality services to the environment and community in which it operates.

This commitment to excellence requires a continual improvement in the services SGT provides and in its own operations.

APPROVED: KYM ANDERSON

DESIGNATION: CHIEF EXECUTIVE OFFICER

APPROVAL
SIGNATURE:

DATE: 8TH MAY 2024