

Quality Control and Assurance Policy

Quality Control and Assurance Statement

HATS Consulting Pty. Ltd. (HATS) is committed to providing consistent, high-quality services and deliverables for our clients. Quality Control and Assurance must be considered at all stages of the management and delivery of services, with clear documentation and evidence of our procedures being adhered to. This policy allows us to strive to HATS' goal of achieving client satisfaction in terms of the quality of our services for each and every project we complete.

Responsibility

HATS considers all employees, contractors and sub-consultants as responsible parties in utilising the strategies stated in this Policy to meet our Quality Control and Assurance requirements. Ultimate responsibility of this Quality Control and Assurance Policy and any supporting documents and procedures lie with the Directors of HATS.

Quality Control and Assurance Strategies

HATS requires the following Quality Control and Assurance strategies to be implemented by all employees, contractors and sub-consultants for work undertaken by and for HATS:

- Utilisation of all project and business level Quality Control and Assurance systems with documented evidence.
- Inclusion of all Quality Control and Assurance management principles in all organisational planning activities.
- Assignment of a Project Manager to all projects, who is responsible for the delivery and quality of the project.
- All deliverables shall be reviewed by the Project Manager and approved by a Company Director prior to issue.
- Responsible and safe management of all data.
- Training and development for all employees.
- Regular audits of projects for Quality Control and Assurance compliance.
- Regular audits of our internal processes.
- Selection and performance monitoring of contractors and sub-consultants.
- Client liaison and feedback at the end of every project.
- Measurable Key Performance Indicators which reflect HATS' goal, with regular measurement and correction as required.

DIRECTORS SIGNATURES


Ryan Singh


Jiri Herza

15 March 2022

James Thorp