

OUR COMMITMENT TO QUALITY

QUALITY MANAGEMENT STATEMENT

OUR QUALITY OBJECTIVES

Astrolabe Group is committed to ensuring quality for our clients and collaborators. We are certified in [*ISO9001:2015 for Quality Management Systems \(QMS\)*](#), which guides our approach to quality and continuous improvement.

Our commitment to this standard contributes to the UN Sustainable Development Goals including:

- (1) no poverty,
- (9) industry, innovation and infrastructure; and
- (12) responsible consumption and production.

Our QMS Policy sets out our approach to quality management and continual improvement. This approach allows us to produce quality services, continuously improve our processes, and provide confidence to customers that Astrolabe is capable of meeting their requirements at all times.

The Quality Management Cycle of Plan, Do, Check and Act (PDCA) as set out in the standard is the foundation for Astrolabe's quality management approach.

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The PDCA approach fosters a culture of continual improvement to meet the needs of our clients and collaborators as well as our own internal practices.

Contact us for a full copy of our QMS Policy at info@astrolabegroup.com.au

OUR QMS EXCLUSIONS

Astrolabe's focus is the delivery of bespoke services to meet client specifications. As such, product design and development clauses (8.3) contained in the Standard are not applicable to Astrolabe's operations and QMS.

FEEDBACK AND COMPLAINTS

To ensure continuous improvement, Astrolabe welcomes all feedback. We value your contributions and/or complaints to provide the opportunity to work together to explore and resolve.

Please get in touch with us via info@astrolabegroup.com.au Initial feedback and complaints will be directed to the appropriate project lead for a response.