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## Quality Policy Statement

Nuago aims to consistently meet or exceed the standards expected of our stakeholders. To achieve this requires a commitment to continual improvement across the company. Across every department, we monitor and analyse performance and explore new ways to improve standards to ensure the best outcomes for all interested parties.

## Values

Inherent to Nuago's cultural foundation are the values which have been present and continually reinforced since we started operations. Two of our core values, 'Kaizen Quality' and 'Service', are intrinsically linked to the tenets of quality management.

Across the business, we outwardly recognise and reward behaviour which aligns to our values. These include:

- **Understanding - 'Start with Why'**  
We seek to understand our client's objectives so we can design solutions that align with the vision of their business.
- **Kaizen Quality - 'Improve everyday'**  
We follow the Japanese philosophies of continuous improvement. Across every department, we consistently monitor our performance and improve our standards to ensure we achieve our fullest potential.
- **Innovation - 'Pioneers for better'**  
Our staff are empowered to make decisions and take action. We seek and embrace opportunities for change and betterment, encouraging innovation in everything we do.
- **Teamwork - 'Sense of goose'**  
When our workmates need a helping hand, we are right beside them to assist. We strive for a culture driven by synergy and mateship, where everyone's role is valued equally.
- **Service – 'The Nuago Concierge'**  
We are committed to providing a high level of service to our clients through maintaining professionalism and a can-do attitude. Customer satisfaction drives us to implement action that exceeds our clients' expectations.

To reinforce the adherence to our values, Nuago recruits staff in line with our values (as described in our Recruitment and Selection Policy), where all new employment contracts have a supplemental 'Values' statement which states that each staff member is responsible for upholding and adhering to Nuago's values as part of their job responsibilities. Failure to uphold and represent these values could lead to disciplinary action, including termination depending on severity.

Upon request, interested parties of Nuago may request a copy of our Quality Policy.

## Aims and Objectives

Nuago recognise that the quality of our products and services are determined by the needs and expectations of our customers. As such, our objectives are to:

- Seek to understand our client's purpose and objectives, so we can design solutions which align specifically with the vision for their businesses;
- Identify and monitor the evolving needs and expectations of our customers;
- Develop and maintain processes that ensure that customers' changing needs are accommodated;
- Achieve efficiency in our operations and high-quality customer outcomes;
- Provide quality products and services on-time, and on-budget;
- Build and retain trusted relationships with clients and stakeholders through proactive expectation-setting and transparent communication;
- Provide a working environment where continual improvement is fostered and encouraged.

## Responsibilities

While the responsibility for the quality system is that of Nuago's leadership, all elements of the company must take a proactive role in maintaining consistent, quality outcomes. As such, our responsibilities are to:

- Train all employees to identify areas where improvement can be achieved;
- Promote efficiency within our processes where feasible;
- Strive to ensure that customer and stakeholder satisfaction is always achieved;
- Support the thorough adoption of quality systems and management principles for the benefit of all stakeholders.

## Reference Documents:

Document ID	Document Title
POL-NUA-009	Nuago Integrated Management System (IMS)