



Quality Policy

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1. Purpose and Scope

This Quality Assurance (QA) Policy establishes the framework through which Rae and Sara ensures the consistent delivery of high-quality consulting services that meet client expectations, comply with statutory and regulatory requirements, and align with the principles of AS/NZS ISO 9001:2026 Quality Management Systems.

The policy applies to all employees, contractors, subcontractors, and partners engaged in the delivery, management, or support of consulting services. It covers all service lines, including advisory, project management, training, strategic planning, and any specialised consulting engagements undertaken by the business.

The purpose of this policy is to:

- Embed a culture of quality, accountability, and continuous improvement.
- Provide a structured approach to planning, delivering, and reviewing consulting services.
- Ensure risks to quality are identified, assessed, and controlled.
- Maintain a documented and auditable Quality Management System (QMS).
- Strengthen client confidence through transparent, reliable, and repeatable processes.

2. Quality Management Principles

This policy is grounded in the core principles of AS/NZS ISO 9001:2026, which guide the design and operation of our QMS:

2.1 Customer Focus

Client needs, expectations, and satisfaction are central to all consulting activities. We commit to understanding client objectives, delivering value-driven outcomes, and proactively addressing concerns or emerging needs.

2.2 Leadership

Leaders at all levels establish unity of purpose, set clear expectations, and create an environment where people are engaged in achieving quality objectives. Leadership ensures adequate resources, training, and support for the QMS^{3.3} Office Energy

2.3 Engagement of People

Quality outcomes rely on the competence, empowerment, and engagement of our team. We encourage open communication, professional development, and shared responsibility for quality performance

2.4 Process Approach

Our consulting services are delivered through defined, documented, and interconnected processes. This ensures consistency, efficiency, and clarity in how work is planned, executed, and reviewed.

2.5 Improvement

Continuous improvement is a strategic priority. We systematically evaluate performance, identify opportunities for enhancement, and implement corrective and preventive actions.

2.6 Evidence-Based Decision Making

Decisions affecting quality are based on accurate data, analysis, and professional judgement. We maintain reliable records and use structured evaluation methods.

2.7 Relationship Management

We build and maintain strong relationships with clients, partners, suppliers, and stakeholders to enhance mutual value and long-term success

3. Quality Objectives

To operationalise our commitment to quality, Rae and Sara establishes measurable quality

objectives that are reviewed annually. These objectives include:

- Delivering all consulting projects within agreed scope, timelines, and budget.
- Maintaining zero non-conformances in internal quality audits.
- Ensuring all staff complete required training and competency development annually.
- Reducing rework or corrective actions by 5% year-on-year.
- maintaining full compliance with AS/NZS ISO 9001:2026 requirements.

These objectives are monitored through performance dashboards, internal audits, management reviews, and client feedback mechanisms

4. Quality Management System (QMS)

4.1 Structure of the QMS

Our QMS consists of:

- The Quality Assurance Policy
- Quality Manual and Procedures
- Documented Work Instructions
- Templates, checklists, and tools
- Records and evidence of compliance
- Internal audit and review processes

The QMS is designed to be scalable, adaptable, and proportionate to the size and complexity of our consulting operations.

4.2 Document Control

All quality documents are:

- Version-controlled
- Reviewed and approved by authorised personnel
- Accessible to relevant staff
- Archived according to retention requirements

Obsolete documents are removed from circulation to prevent unintended use.

4.3 Risk and Opportunity Management

We identify and assess risks that may affect service quality, including:

- Project delivery risks
- Compliance risks
- Resource and capability risks
- Client relationship risks
- Data security and confidentiality risks

4.4 Internal Audits

Internal audits are conducted at planned intervals to:

- Verify compliance with the QMS
- Assess process effectiveness
- Identify improvement opportunities

Audit findings are documented, communicated, and addressed through corrective actions.

4.5 Management Review

Senior leadership conducts formal management reviews at least annually to evaluate:

- Audit results
- Client feedback
- Performance against quality objectives
- Non-conformances and corrective actions
- Resource adequacy
- Opportunities for improvement

Outcomes of the review inform strategic planning and QMS updates.

5. Service Delivery and Quality Controls

5.1 Project Initiation

Each consulting engagement begins with:

- A documented scope of work
- Clear deliverables and acceptance criteria
- A risk assessment
- A communication plan
- Allocation of qualified personnel

Client expectations are confirmed in writing before work commences.

5.2 Execution and Monitoring

During delivery, we apply quality controls such as:

- Regular progress reviews
- Peer review of deliverables
- Use of standardised templates and methodologies
- Client check-ins and milestone approvals
- Issue and risk logs

Any deviations from scope or quality standards are escalated promptly.

5.3 Deliverable Review and Approval

All deliverables undergo internal quality review before submission to the client. Reviews assess:

Accuracy and completeness

- Alignment with client requirements
- Compliance with professional standards
- Clarity, structure, and presentation

Final approval is granted by a senior consultant or project lead.

5.4 Client Feedback and Satisfaction

We actively seek client feedback through:

- Post-engagement surveys
- Debrief meetings
- Informal check-ins during delivery

Feedback is analysed to identify trends, strengths, and improvement areas.

6. Roles and Responsibilities

6.1 Director

- Provides strategic leadership for quality.
- Ensures the QMS is implemented, maintained, and continually improved.
- Approves quality objectives and resources.
- Leads management reviews.

6.1 Consultants and Project Staff

- Follow all quality procedures and work instructions.
- Maintain accurate records and documentation.
- Participate in audits, reviews, and training.
- Report risks, issues, and improvement opportunities.

6.3 Contractors and Partners

- Must comply with this QA Policy and relevant procedures.
- Are selected based on competency, reliability, and alignment with quality

This policy will be reviewed annually and updated as necessary to reflect changes in broader public policy and/or community expectations.

7. Continuous Improvement

We commit to ongoing improvement through:

- Root cause analysis of non-conformances
- Lessons learned workshops
- Staff training and professional development
- Innovation in tools, methodologies, and service delivery
- Benchmarking against industry best practices
- Improvement actions are documented, prioritised, and tracked to completion.

8. Compliance and Review

This policy is reviewed annually or when significant changes occur in:

- Business operations
- Regulatory or industry requirements
- AS/NZS ISO 9001:2026 standards

Non-compliance with this policy may result in corrective actions, retraining, or disciplinary measures depending on severity.

9. Policy Statement

Rae and Sara is committed to delivering consulting services of the highest quality. We uphold the principles of AS/NZS ISO 9001:2026, maintain a robust Quality Management System, and foster a culture where excellence, integrity, and continuous improvement are embedded in everything we do.

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