

## Quality Policy

The basic orientation of Scribfire Pty Ltd is to be recognized for quality in the transcription industry.

This will be achieved through:

- Consideration of context of the organization and aligning the Quality Management System with the strategic direction of Scribfire Pty Ltd
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System – ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of transcription in order to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Continuously upgrading the Quality Management System in all stages ranging from receipt of order, production and delivery, and customer engagement post-fulfilment.

The framework for setting quality objectives is defined in the Quality Manual.

The **Managing Director** is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.



JODIE-ANNE MOURITZ  
MANAGING DIRECTOR