



QUALITY MANAGEMENT POLICY

Author: Liana Ossai

Approved: Phil Dewick

Date: May 2026

Revision: 01

Quality Management Policy

Dewick & Associates is committed to delivering high-quality, accurate, and reliable technical documentation and engineering support services.

We aim to consistently meet or exceed client expectations through effective quality management systems, continuous improvement, and compliance with applicable legal and regulatory requirements across the globe including the **Health & Safety at Work Act 1974** (UK), **Work Health & Safety Act 2011** (Australia), and **Canada Business Corporations Act** (Canada).

Where differences exist, Dewick & Associates will apply the **highest applicable standard of quality and compliance**.

Quality Standards

As a company Dewick & Associates focus on building mutually profitable relationships with our clients, ensuring their long-term success, through the understanding of their needs and the needs of their clients as well.

To ensure high quality standards, we are committed to:

- Delivering services that are fit for purpose and meet client and regulatory requirements
- Maintaining consistent quality standards across all projects and regions
- Continuously improving our processes, systems, and outputs
- Ensuring accountability at all levels of the organisation
- Providing Training and Quality Standard procedures

Our quality management approach aligns with the principles of **ISO 9001**.

Responsibilities

All Employees

- Deliver work to required quality standards
- Follow approved procedures and templates
- Report errors, risks, or quality concerns

Managers

- Ensure quality standards are understood and applied
- Review work outputs within their teams
- Support continuous improvement initiatives



Leadership

- Maintain the quality management framework
- Ensure adequate resources and training
- Monitor overall quality performance

Quality Principles

Dewick & Associates is guided by the following principles:

- **Client Focus:** Understanding and meeting client requirements
- **Accuracy:** Ensuring technical correctness and clarity in all deliverables
- **Consistency:** Maintaining uniform quality standards across all outputs
- **Accountability:** Taking responsibility for the quality of our work
- **Continuous Improvement:** Regularly reviewing and enhancing our processes

Operational Quality Controls

We ensure quality through:

- Standardised templates and documentation procedures
- Technical validation by qualified personnel where required
- Version control and document management systems

Training and Competency

We ensure employees:

- Are appropriately trained for their roles
- Understand quality expectations and procedures
- Have access to templates and procedures

Monitoring and Performance

Quality performance is monitored through:

- Internal quality checks
- Client feedback and satisfaction
- Review of deliverable accuracy and consistency
- Regular meetings to review procedures and technical standards

Non-Conformance and Corrective Action

Where quality issues arise, Dewick & Associates will:

- Identify and document non-conformances
- Investigate root causes
- Implement corrective and preventive actions
- Review effectiveness of improvements

Continuous Improvement

Dewick & Associates are committed to ongoing improvement through:

- Regular process reviews
- Feedback from clients and stakeholders
- Internal audits and performance monitoring
- Lessons learned from completed projects



Communication

This policy will be:

- Communicated to all employees
- Available as part of onboarding and training materials
- Shared with clients and stakeholders upon request

Policy Review

This policy will be reviewed regularly to ensure:

- Compliance with UK, Australian, and Canadian requirements
- Alignment with ISO 9001
- Continued effectiveness and improvement