Balance Consulting Services Quality Policy Statement

Balance Consulting Services is a specialist provider of Information technology services across Australia. It is part of the Balance group of companies established in 2007; and has a head office in Sydney and a regional office in Wollongong NSW. BCS provides its customers with end to end IT solutions, services and resources to help drive their business forward through better technology outcomes. Our service offerings encompass the following specialist areas:

- PMO
- Program and Project Management
- Change Management
- Analysis Services
- Security
- Architecture
- Development and Integration
- Cloud and Network
- Digital
- Testing

BCS is fully committed to our quality policy which is in place to ensure that we uphold the highest standards of service and performance to our customer throughout the entire consulting life cycle.

Our goal is to provide experienced consultants to complete high-quality projects, capable of meeting customer specifications and requirements, compliant with prevailing legislation, which meet or exceed our customer's expectations. To achieve this, BCS operates to stringent quality procedures. We are committed to continuous improvement and have established and communicated procedures and processes which provides a framework for measuring and improving our performance.

BCS's approach to quality is based on the following principles:

- Conforming to requirements, having identified the needs of our customers, consultants, employees, prospective employees and our internal systems;
- Looking at our service provision processes, identifying the potential for errors and taking the required actions to eliminate them;
- Ensuring that everyone understands how to do their job to the required standard, and doing it right the first time;
- A comprehensive service review process that encourages and uses feedback from BCS employees, customers, consultants and prospective employees to continuously improve our service.

BCS's Quality Principles will be achieved through:

- Providing dedicated consultants and administrative employees who are experts in their field;
- Documented business policies, procedures and work instructions;
- Records management using WizardSoft as a single source of truth for documenting all stakeholder interactions;
- Training of employees through in-house training programmes and in conjunction with carefully selected external providers;
- Regular management reviews with all employees including support employees and consultants;
- Clear internal communication through a streamlined management reporting structure;
- Regular gathering and monitoring of customer, consultant and internal employee feedback, including complaints, via a formal complaint procedure;
- Commitment to continuous improvement;
- An annual, thorough internal audit program;
- Awareness and training as appropriate in relevant changes to employment legislation which affect the delivery of our services.