

## Quality Policy

Regional Systems Support provides our customers with technical support services for computer and related equipment. RSS delivers our services with a commitment from all of us that will see RSS recognised as an established Australia wide IT supplier. We strive to be an IT industry leader recognised for our commitment to delivering the highest quality of service.

We achieve and maintain our recognised status through a Quality System based upon the ISO 9001 standard. Matching our expertise to the requirements of our customers.

The RSS Quality System is based upon documented practices and scheduled reviews of those processes. It is structured on the philosophy of continuous improvement.

Continuous improvement is achieved and maintained through the:

- Dedication and skills of our employees
- Use of the tools of Quality Management
- Application of professional Management Standards
- Development of Quality Management systems

Through the commitment of our personnel to achieving and maintaining quality services we will inculcate a culture of continuous improvement, customer satisfaction and profitability.

The company electronic Quality System defines and controls our procedures, and it contains the Company's policies.

This policy is reviewed on a regular basis.

Signed:



Karl Procter  
**Director**

Date: 23 Mar 2023