

MARRIOTT SUPPORT SERVICES POLICY

QUALITY

UNCONDITIONAL QUALITY OUTCOMES

Consistently delivering quality services through robust systems,
innovation and continuous improvement

OUR LEADERSHIP

We will

- Maintain management accountability for achieving quality outcomes
- Communicate our quality policy and procedures to employees and stakeholders
- Ensure quality and quality systems are adhered to throughout the organization and at all levels
- Ensure all employees understand and take ownership of quality and service standards
- Document and integrate quality processes into work practices that are compliant with ISO standards
- Promote a culture of continual improvement in all operations

OUR SYSTEMS

We will

- Comply with the current ISO Standard which will transition from version 9001:2008 to 9001:2015 in September 2018 by performing a management system review of our Quality Management System (QMS)
- This Quality Policy is reviewed annually by the executive team for its relevance.
- Ensure that all employees, contractors and volunteers are suitably trained and informed of Quality system.
- Ensure compliance with all relevant legislation and other mandatory requirements.

OUR PEOPLE

We will

- Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations
- Identify monitor and respond to clients' needs, expectations and levels of satisfaction
- Commit to a culture of continual improvement

CONTINUAL IMPROVEMENT

We will

- Continually review and refine systems policies procedures, work practices and methods
- Ensure that quality is integrated into all facets of operations, policies, and procedures.
- Provide ongoing training and development opportunities for employee on the code of conduct within the workplace.



Janine Simpkin
CEO
Marriott Support Services
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