

Our Quality Policy

Cother Consulting Pty Ltd as Trustee for Cother Family Trust trading as Cother Consulting and The Action Learning Institute (the Company) offers a range of services including consulting, auditing, facilitation and training in best practice for business management and manufacturing processes.

Employees and contractors are expected to comply with the spirit of this policy in the context of the location in which they are delivering services.

The Company aims to achieve continual quality improvement by periodically reviewing its policies, procedures and business objectives and targets.

The Company's integrated management system, as described in the Management Manual, applies to all operations and services of the Company at its head office and on-site at client premises.

Our Commitment

The Company is committed to:

- Providing customers with high quality training and advice that meets the specific needs of the client;
- Operating the business to the standards required by AS/NZS ISO 9001:2008 and the VET Quality Framework under the authority of the *National Vocational Education and Training Regulator Act 2011*.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Rigorously controlling the supply, delivery and completion to plan of all work.
- Promoting the quality management system and ensuring implementation is achieved through internal auditing, management review and corrective and preventive action.

Everyone in the Company is responsible for the quality of our services and for maintaining high standards.

Endorsed by top management 23/12/14.