

# Quality Management Statement

Invisive is a Queensland based, Infrastructure & Security Services business focused on the design and implementation of solutions for the Hybrid Cloud. We pride ourselves on delivering market leading consulting and implementation services that focus on the needs of our clients, ensuring the right outcomes are achieved.

## Purpose

This policy statement covers all activities, Solutions, Services and Invisive Operations

Invisive is focused on achieving the ISO:9001 certification and is actively implementing systems and processes that align to this standard to ensure delivery of a quality solutions and services for our Clients and Technology Partners. The Quality Practices already in place include:

- Formulating our Quality Policy and supporting documentation.
- Ensuring the Quality Policy is communicated, understood and applied within the business as part of our standard practices in delivery solutions and services for our Clients and technology Partners.
- Identifying, understanding and satisfying customer, legal and other requirements applicable to our corporate activities and services.
- Defining measurable quality objectives for meeting Client and Technology Partner requirements and driving continued improved performance.
- Continually reviewing and enhancing these quality processes, which include resources, communications, operational processes, monitoring, audits, reporting, reviews and feedback
- Developing and Supporting competencies within our staff that drive creativity, empowerment and accountability through strong leadership and commitment which are underpinned by clear programs
- Driving continual improvement and innovation based on well-defined outcomes, smart business processes, thought leadership and best practice

Invisive is dedicated to delivering market leading consulting and implementation services that focus on the needs of our clients, ensuring the right outcomes are achieved. Invisive will always strive to exceed our Client and Technology Partner expectations. This focus on Quality is to always the following benefits:

- Increased Value to our Clients and Technology Partners
- Increased Satisfaction of our Clients and Technology Partners
- Improved Loyalty with our Clients and Technology Partners
- Enhanced Brand Reputation within the Market

## Commitment

Everything we do at Invisive revolves around our core operating principle of CIO – Consult, Integrate, Optimise. This principle breaks down into simple terms; ***We Listen, We Act, We Improve***. Our success is driven by our commitment to become a Lifecycle Partner for our customers. Invisive will never act with a single engagement or sale in mind, we are there for our clients through the entire lifecycle of their Technology Service needs, understand their business and provide the trusted advice needed to make the right decisions not just for now, but for the long term..

Invisive is committed to the continual development and improvement of our Solutions and Services in order to exceed our Client and Technology Partner expectations. Our commitment to quality is an ongoing process of improvement that strives to deliver consistent, reliable and accurate service. This improvement combines our approach to quality management coupled with the commitment of our team to this continuous improvement.

Invisive has already developed a library of supporting documentation that is available to all parties (employees, Clients and Technology Partners) that are a core requirement of achieving the ISO:9001 Certification. This Library Includes:

- **Invisive Policy – P03 – Quality Manual**
- **Invisive Policy – P04 – ISO:9001 Alignment Checklist**
- **Invisive Policy – P05 – ISO:9001 Gap Analysis**

As a business we have set our selves a deadline of 18 Months (from the date of this Policy Statement) to achieve the ISO:9001 Certification.