



Quality Policy

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STANDARDS & CLAUSES ADDRESSED

ISO9001:2015 5.2, 5.2.1, 5.2.2, 6.2, 6.2.1, 6.2.2



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Quality Policy

The basic orientation of Scribefore Pty Ltd is to be recognized for quality in the transcription industry.

This will be achieved through:

- Consideration of context of the organization and aligning the Quality Management System with the strategic direction of Scribefore Pty Ltd
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System - ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of transcription in order to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Continuously upgrading the Quality Management System in all stages ranging from receipt of order, production and delivery, and customer engagement post-fulfilment.

The framework for setting quality objectives is defined in the Quality Manual.

The **Managing Director** is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.

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JODIE-ANNE MOURITZ
MANAGING DIRECTOR