



## Agresso Quality Service Policy

As a world class provider of software solutions to the public and private sector, delivering the highest quality professional services and products to our customers is fundamental to our business success.

At Agresso, our objective is to deliver products and services that exceed our customer's expectations. We achieve this through our exceptional people who are committed to the work we do for our customers and supported by technical excellence and robust systems that are continuously improved.

To implement this policy and maintain our commitment, our management and staff will:

- Establish, document, implement and maintain a Quality Management System with measurable objectives and targets
- Provide the infrastructure and resources needed for quality; including the education, training, skills and experience of our people;
- Define and communicate quality responsibilities and authorities;
- Understand customer requirements prior to commencing our work;
- Maintain and improve integrated communication processes and forums;
- Continually review our quality objectives and the strategies that underpin them;
- Plan and conduct regular checks and management reviews of the quality management system and operating practices to ensure its ongoing suitability, adequacy, effectiveness and continued development;
- Meet or exceed customer needs and expectations whilst complying with all legal and contractual obligations;
- Ensure quality issues and non-conformances are resolved through effective and effective and timely corrective actions;
- Foster a culture of open and honest appraisal and communication of review results and performance data, including both successes and any failures;

Agresso recognises that building value for its employees, customers and shareholders is underpinned by the quality of its products and services. This required the total commitment and cooperation of management and staff – a unified approach. We understand that it is the responsibility of all members of our team to enhance our reputation as a customer focused organisation that consistently delivers the highest quality.

Authorised by:

**John Catarinich**  
Chief Executive Officer  
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