

Human Resources

Policy name	Quality Policy	Applies to	Staples Australia and New Zealand, all sites and businesses
Category	Integrated Management System	Subcategory	Quality Assurance
Author	Sasha Culjkovic / Emma Egel	Owner	Michael Oakley Knight
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Approved by	Executive Leadership Team	Policy/version number	IMS_POL_003_V02

1 Purpose

The purpose of this document is to provide guidance on Staples' Quality Assurance management system.

Staples is committed to providing an excellent level of products and services which exceed customer expectations in the most cost effective manner.

2 Scope

This policy applies to all Staples sites and businesses with Australia and New Zealand.

3 Responsibilities

All associates and contractors at all levels of the business are responsible for the provision of excellent products and services.

4 Policy

Our goals in QA will be achieved through:

Systems Management - to provide the framework for effective integration of QA objectives and targets into our day-to-day operations and management culture focusing on continual improvement and compliance with all relevant legal and voluntarily obligations.

Customer Expectations - maintaining a process driven and customer focused culture that ensures customer needs and expectations are identified, understood and delivered.

Cost Management - ensuring compliance to procedures and processes through robust inspections and audits to minimise error, reduce waste and avoid rework to deliver customer requirements first time, every time.