5.1 Leadership & Commitment

Purpose

The purpose of this procedure is to ensure that all personnel within the Management Team are aware of their responsibilities concerning objectives for quality and commitment to quality, as defined in Quality Manual.

Scope

This purpose will be applicable to the Quality System in operation at **Matic Media Services Limited**

Procedure

1. Senior Management within the Company have documented the Company Quality Policy within the Quality Manual
2. The Quality Facilitator is responsible for ensuring that all new personnel within the Company receive induction training covering all aspects of the Quality System
3. The Quality Facilitator or Operations Manager is responsible for ensuring that any changes to the Quality System which directly affect the working practices of any personnel are fully explained to them before implementation.

Requirements

Top management shall demonstrate leadership and commitment with respect to the quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management
  system and are compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization’s
  business processes;
- d) promoting the use of the process approach and risk-based thinking;

- e) ensuring that the resources needed for the quality management system are available;
  f) communicating the importance of effective quality management and of conforming to the quality
  management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality
  management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their
  areas of responsibility

Customer Focus

Top management shall demonstrate leadership and commitment with respect to customer focus by
ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and
  consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to
  enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

Current Quality Owners

Role	Person
Managing Director	Richard McCombe
Operations Director	Robert McCombe
Quality Facilitator	Andy Roddie

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