

Quality Policy

1. Quality Policy

The quality policy of DIEM ANALYTICS LTD sets out to demonstrate the Company's professionalism to complete contracts efficiently, on time and on budget to our client's total satisfaction.

The company aims to achieve the highest quality standards and to create a benchmark for the industry. Our intention is to ensure that our clients perceive us as being the best in our field.

This quality policy demonstrates how we will plan, implement, control, monitor, achieve and improve, (Plan, Do, Check and Act) these standards by our values, vision, purpose, and quality objectives.

2. Quality Objectives

The following are our quality objectives:

1. Gain an average score across the criteria of 8/10 in at least 80% of our customer satisfaction surveys within a 12month period
2. 10% year on year increase in value of proposals in each of our three niche areas of capability
3. 10% year on year increase in value of projects delivered to repeat customer per niche capability each year
4. 10% year on year increase in total value of asset-based-consulting or application licensing
5. Conduct and document at least 10 ISO:9001:2015 compliant internal audits and 2 management review meetings within a 12month period.


3. Declaration

All employees are aware of our commitment to quality and are responsible for the standard of their workmanship which is checked against the quality management system. We adhere to and monitor all statutory and regulatory requirements including government compliance and are committed to continuous improvement.

We require the full co-operation and support of all our employees, and of the employees of other specialist sub-contractors in adopting our commitment to the DIEM Analytics Ltd quality, safety, health, security and environmental standards and procedures.

This policy statement and the quality management system will be under constant review, changes will be made as required in a controlled manner.

Signed for DIEM ANALYTICS LTD



Dr Darrell J J Jaya-Ratnam, Director

09/10/24