

## Quality Assurance

Australian Online Music Institute is establishing itself as a leading music teaching organisation by providing quality products and services at a competitive price which consistently meet the needs and expectations of customers.

The company maintains a quality management system modelled on the standard ISO 9001. The Quality Management System applies to all areas of the business and will be implemented by all employees as it applies to their role in the organisation.

The quality objectives of the company are to:

- Meet the expectations of our internal and external customers.
- Continually improve the quality of our products and services to reduce the occurrence of nonconformity at all levels of the business and levels of curriculum.
- Develop the skills of our people to meet the needs of a changing environment.

The Quality Management System will be maintained to control our processes for administration, finance, human resources, teaching, assessment, occupational health & safety and environmental management, along with the management of any external contractors and suppliers.

These processes are described in the company procedures, practice notes and management plans.

The effectiveness of the quality management system and progress with achieving the company's objectives will be reviewed during management meetings, reviews and following the results of internal and external audits.

This Policy will be reviewed every two years.



**William Palmer**  
**CEO**  
**20<sup>th</sup> September 2020**

Revision	By Whom	Date
Reviewed, plus minor rewording.	G Bottrill	9 Aug 17
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