

Quality Assurance Policy

Systemwide Pty Ltd

Systemwide has well established quality assurance measures aimed towards delivering consultancy services on time, and of the highest possible standard.

We recognise that in order to deliver world-class strategic advice, we need world-class quality management systems. To this end, we employ several measures, which can be grouped into three categories:

Culture & values

Systemwide's corporate culture emphasises very high quality standards, which is reflected in both the calibre of our employees, and the results they deliver on a daily basis.

Recruiting from elite companies and institutions ensures we have the very best people for the job. However, it is only with a corporate culture that nurtures their talents, whilst promoting excellence in all areas that we are able to consistently deliver truly outstanding results.

Our three core values are:

ALWAYS do good work;

ALWAYS focus on the job at hand; and

ALWAYS respect and trust each other

Processes

Another key element for delivering services of the utmost quality are our documented and applied processes.

Systemwide has developed an iterative & incremental project management approach for conducting the studies in the strategic transport-planning field. This transparent methodology emphasises delivering insight and creating value to the client throughout the project, while actively mitigating project risk. The process supports the delivery of preliminary results at a high level early on in the project, so that the client and Systemwide can tailor the detailed analysis to focus upon on the relevant issues.

For example, after each iteration (project stage) an internal iteration assessment workshop is conducted to identify lessons learned and improvement potentials. These outcomes will then flow into the detailed planning of the next iteration (stage) in order to improve the service quality.

An external review process conducted with the client also occurs after each major iteration. This process occurs as an integral part of the progress meetings. Any issues identified during these meetings with the client will be documented in the minutes and are tracked by the Project Manager until resolved. The Project Manager will actively seek

review from the client on all aspects of the professional advice provided by Systemwide. Any issues identified during this review process will be tracked until resolved.

Systemwide also employs a formal client feedback process. This involves a questionnaire to be completed by the client on completion of a project, and helps Systemwide to continually build on and improve quality assurance measures.

Systemwide has implemented a quality management system for all internal processes such as Project Review and Quality Assurance, Resource Management, HR (e.g. performance management), Accounting (e.g. cash-flow management) and IT (e.g. back up & archiving processes).

Both the internal and external processes are documented and supported by templates, tools and guidelines easy accessible on our Intranet. In addition, Systemwide has a document control process for all reports, other written outputs and electronic data.

Organisation

Systemwide's organisational structure and the way we staff projects focuses on delivering a high quality service on time. The Directors' role focuses primarily on quality assurance & management.

Successfully maintaining the highest possible quality standards requires projects to be staffed in a way that ensures a blend of ability, experience and creativity is consistently achieved. To this end Systemwide's staff are constantly receiving training in new areas of analysis and business development. This, combined with our internal mantra "we always do good work", encourages each employee to strive towards the goal of total quality management, and ensures the work we deliver is of the highest standard.

In summary our commitment to quality is achieved through:

- Account management by Senior Consultants
- Clearly defined project deliverables
- Pro-active project management
- Defined project plans
- Milestone related project activities
- Application of proven methodologies
- Assignment of experienced consultants
- Independent project QA reviews
- Structured internal reviewing process
- Client stakeholder management
- Client service quality feedback



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