



Task Right Solutions Pty Ltd

TRS Quality Assurance Policy

(Quality, Consistency & Continuous Improvement)

1. Purpose

The purpose of this Quality Assurance Policy is to ensure that **Task Right Solutions (TRS)** delivers consistently high-quality, reliable, and professional property maintenance services across all service categories. This policy establishes the standards, systems, and behaviours required to maintain excellence, meet client expectations, and support continuous improvement.

2. Scope

This policy applies to:

- All TRS employees
- Subcontractors and service partners
- Directors and management
- Any person performing work on behalf of TRS

It covers all TRS service areas including cleaning, gardening, maintenance, locksmithing, pest control, and test & tag.

3. Policy Statement

TRS is committed to delivering **safe, compliant, and high-quality services** that meet or exceed client expectations. We achieve this through structured quality systems, skilled personnel, transparent communication, and a culture of continuous improvement.

Our approach ensures:

- Consistent service delivery
- Compliance with industry standards and legislation
- High customer satisfaction
- Effective risk management
- Professional conduct at all times

4. Quality Principles

- **Customer Focus** — We listen, respond, and adapt to client needs.
- **Consistency** — Every job follows TRS procedures, checklists, and quality controls.
- **Competence** — Staff and subcontractors are trained, qualified, and supported.
- **Compliance** — All work aligns with Victorian regulations, AS/NZS standards, and TRS internal policies.



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- **Continuous Improvement** — We review performance, learn from feedback, and refine our processes.
- **Transparency** — Clear communication with clients, partners, and team members.

5. Responsibilities

Directors

- Ensure quality systems are implemented and maintained
- Provide resources, training, and leadership
- Review performance and drive continuous improvement

Managers & Supervisors

- Monitor service delivery and compliance
- Conduct audits, inspections, and performance reviews
- Support staff and subcontractors in meeting quality standards

Employees

- Follow TRS procedures, checklists, and safety requirements
- Deliver work to a high professional standard
- Report issues, hazards, or improvement opportunities

Subcontractors

- Meet TRS quality, safety, and compliance requirements
- Maintain valid qualifications and insurance
- Follow TRS instructions, procedures, and reporting processes

6. Quality Assurance Systems & Processes

6.1 Standard Operating Procedures (SOPs)

All services follow documented SOPs to ensure consistency and compliance.

6.2 Job Management & Reporting

TRS uses structured job workflows, including:

- Pre-start checks
- Job notes and photographic evidence
- Completion reports
- Client sign-off where required



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6.3 Training & Competency

All personnel receive:

- Induction training
- Service-specific training
- Ongoing upskilling
- Safety and compliance refreshers

6.4 Audits & Inspections

Regular audits ensure:

- Work quality
- Safety compliance
- Environmental responsibility
- Subcontractor performance

6.5 Client Feedback & Complaints Handling

Feedback is actively encouraged and used to improve services. All complaints are logged, investigated, and resolved promptly.

6.6 Continuous Improvement

TRS reviews:

- Audit results
- Client feedback
- Incident reports
- Industry changes
- Regulatory updates

Improvements are implemented through updated procedures, training, and communication.

7. Related Documents

- TRS Health & Safety Policy
- TRS Environmental & Sustainability Policy
- TRS Risk Management Policy



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- TRS Subcontractor Management Policy
- TRS Complaints Handling Policy
- TRS Code of Conduct

8. Legislative & Standards References

- Occupational Health and Safety Act 2004 (VIC)
- Environmental Protection Act 2017 (VIC)
- AS/NZS 4801 / ISO 45001
- ISO 9001 Quality Management Principles
- Relevant industry codes of practice

9. Review & Continuous Improvement

This policy is reviewed annually or when significant changes occur in legislation, industry standards, or TRS operations.

10. Approval

TRS Management Team

Date: 25-01-2026

Review Date: 25-01-2027