

Quality Policy

QUALITY POLICY STATEMENT

The Executive Management, Managers and Staff of Nexus Alliance are committed to delivering a high standard of service to all the company's clients at all times. The quality management system and associated processes are developed in association with members of staff in order to set and achieve the company's quality objectives, ensure that its overall strategic objectives are attained and achieve compliance to applicable legal & statutory requirements. Client satisfaction remains the central focus of all our operations which are always performed in accordance with the requirements of ISO 9001:2015 Quality Management System.

Scope

This policy applies to all staff and stakeholders of Nexus Alliance, who are involved in its projects, business processes, and services, including clients, contractors, consultants, and visitors of the Organization.

Quality Objectives

- **Objective 1:** Achieve a minimum of 80% Customer Satisfaction Index across services
- **Objective 2:** Attend to all service requests within a maximum of 24hrs
- **Objective 3:** Work with Sub-contractors & suppliers to achieve a minimum of 80% rating in all indices.
- **Objective 4:** Achieve 100% compliance to applicable & relevant regulatory and statutory requirements.
- **Objective 5:** Achieve a minimum of 70% of pending action points from Management Reviews Quarterly
- **Objective 6:** Achieve a minimum of 75% of process compliance through the evaluation of Internal Audit and other Audits
- **Objective 7:** Achieve a minimum of 1 organization wide improvement drive annually
- **Objective 8:** Achieve a minimum of 80% completion of Annual Training Plan.
- **Objective 9:** Achieve a minimum of 80% completion of Personal goals Quarterly.

Commitment to Satisfying Applicable Requirements

Commitment to the delivery of Quality and Customer Satisfaction extends to senior levels of the organization and will be demonstrated through this Quality Management System and also through the provision of appropriate resources to establish and develop the Quality Management System. Executive Management will also ensure that a systematic review of performance of the program is conducted on an annual basis to ensure that QMS objectives are being met and issues are identified through the audit program and management processes. Key roles and responsibilities have been established, assigned and communicated to ensure the success of the QMS and protect the business from risk.

The Management Representative shall have overall authority and responsibility for the implementation and management of the Quality Management System. Executive Management will ensure that all employees involved in the management systems are competent on the basis of appropriate education, training, skills and experience.



Kenneth Dan-Anyiam

C.E.O/MD

27th June 2024