Quality Policy

Contents

Contents 1
The GCIT Quality Policy 2
Our Commitment to Quality 2
Our Customers 2
Continuous Improvement 3
Compliance with Client Requirements 3
Risk Management 3
Key Quality Metrics 4
Employee Involvement in Quality Management 4
Review and Update 4
Approval 5
Contact Information: 5
Revision History 5

The GCIT Quality Policy

At GCIT, we are committed to delivering exceptional managed IT services, cybersecurity solutions, cloud management, and cyber incident responses to our clients. Our mission is to provide secure, reliable, and high-quality IT solutions that empower our clients to focus on their core business objectives while maintaining a strong security posture.

Our Commitment to Quality

GCIT strives to achieve the highest quality standards in all aspects of our delivery service. Our quality goals focus on delivering timely support, minimising client downtime, and continuously improving our clients' security postures. We define quality service as:

- Providing solutions that enhance our client's security posture.
- Ensuring client satisfaction by meeting or exceeding expectations.
- Resolving support tickets efficiently and effectively.
- Delivering secure IT solutions that comply with relevant regulations and best practices.

Our Customers

Our primary customers are Small to Medium Businesses (SMBs) from various industries, including Professional Services, Manufacturing, Healthcare, Real Estate, and Non-Profits. These organisations value robust cybersecurity and reliable IT solutions, and we are dedicated to meeting their unique needs with tailored services.

This document remains the property of GCIT and is provided for the use of GCIT only. Any alterations or changes to this document must be approved in writing by GCIT.

Continuous Improvement

At GCIT, continuous improvement is a core principle. We achieve this through:

- Weekly team meetings to discuss performance and improvement opportunities.
- Regular feedback loops from clients and employees to identify areas for enhancement.
- Ongoing training for our employees to ensure they have the latest knowledge and skills.
- Process optimisation to streamline service delivery and improve efficiency.

Compliance with Client Requirements

We ensure compliance with client requirements by adhering to:

- Service Level Agreements (SLAs) that define response times and service expectations.
- Security compliance standards and best practices.
- Proactive monitoring client systems to identify and address potential issues before they impact operations.
- Quarterly meetings with clients to review performance, gather feedback, and plan future improvements.

Risk Management

GCIT takes a proactive approach to risk management. We focus on improving our clients' security posture through:

- Regular vulnerability monitoring to identify and mitigate potential threats.
- Proactive incident response to minimise the impact of security incidents.
- Robust backup and recovery strategies to ensure business continuity.

This document remains the property of GCIT and is provided for the use of GCIT only. Any alterations or changes to this document must be approved in writing by GCIT.

Key Quality Metrics

We measure our quality performance using the following key metrics (KPIs):

- Ticket resolution time to ensure issues are addressed promptly.
- Customer satisfaction scores to gauge client feedback and adjust our services accordingly.
- Security posture scores to ensure our clients maintain a strong defense against evolving cyber threats.

Employee Involvement in Quality Management

Our employees are key to delivering quality services. We involve them in quality management by:

- Providing regular training to inform them about the latest technologies and practices.
- Encouraging anonymous and direct employee feedback to identify areas for improvement.
- Implementing well-defined processes to ensure consistent service delivery across all clients.

Review and Update

This policy will be reviewed annually or after significant IT environment changes to ensure its relevance and effectiveness.

Date of Last Review: 30/01/2025

Next Review Date: 30/01/2026

This document remains the property of GCIT and is provided for the use of GCIT only. Any alterations or changes to this document must be approved in writing by GCIT.

Approval

This Quality Policy has been approved by GCIT's Senior Management.

Approved By: Elliot Munro
Title: Chief Information Security Officer
Date: 30/01/2025

Contact Information:

GCIT Pty Ltd
Email: support@gcit.com.au
Phone: 1300 369 111
Website: https://gcit.com.au
Address: 1/16 Dover Drive, Burleigh Heads, QLD 4220, Australia

Revision History

Date	Version	Description of Change	Reviewer(s)
07/01/2025	0.1	Initial review and policy creation.	Elliot Munro
15/01/2025	0.2	Reviewed and made minor changes to: - Policy name and body of contents - Header and footer - Table of contents	Anh Thompson
12/02/2025	1	Version 1 for team use	Elliot Munro
13/03/2025	1.1	Formatting changes to match Environmental Policy	Elliot Munro

This document remains the property of GCIT and is provided for the use of GCIT only. Any alterations or changes to this document must be approved in writing by GCIT.