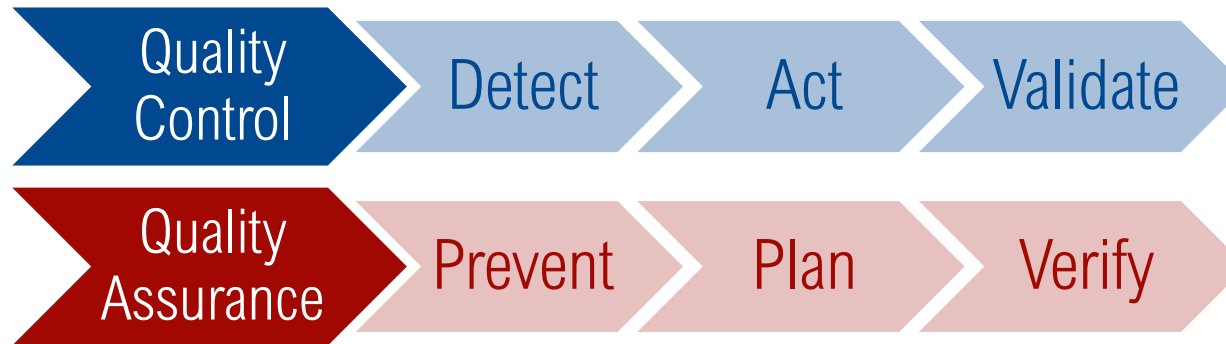


QUALITY MANAGEMENT



At Base WA, we ensure Standards and Best Practices are always adhered to. Our framework for **Quality Management** is simple and categorised by two key measures:



Quality Control

- **Detect:** Involves the assessment and identification of issues, defects, and disruptions and the right process for action.
- **Act:** The careful application of process, safety and security measures; including escalation of matters or tests and reboots to systems.
- **Validate:** Checks are completed to ensure the service level is back and in normal function and operation.

Quality Assurance

- **Prevent:** Involves the continuous application of regular monitoring, preventative actions, health & safety checks, system standards checks and implementation of improvement upgrades (where applicable).
- **Plan:** Where regular health and monitoring checks are conducted and scheduled to ensure the quality of systems and services are upheld, including wear and deterioration from weather or change in environment.
- **Verify:** Monitoring, System and surrounding checks are captured and recorded for customers, including the state of systems/environment and requirements for servicing and upgrades.