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**COGENT  
BUSINESS SOLUTIONS  
Pty Ltd**  
ABN 44 076 633 200

### **Cogent Quality Objectives July 2018 – June 2019**

- Maintain an ISO9001:2015 certified Quality Management System.
- Maintain a measure of client satisfaction of 90% or higher where Cogent meets or exceeds client expectation.
- Achieve revenue and profit targets through strategic business planning.
- Continue to attract and retain high calibre, proactive and outcome driven staff, who make informed decisions from risk based analysis and experience.
- Management will ensure efficient, effective systems and equipment is provided to meet our business requirements.
- Senior management will ensure the QMS is embedded in all aspects of the business.
- Ensure continual improvement opportunities are identified, captured and actioned.

A handwritten signature in blue ink, appearing to read 'Ant Blumer'.

**Ant Blumer**

A handwritten signature in black ink, appearing to read 'Helen Hill'.

**Helen Hill**

**Cogent Directors  
24 July 2018**

