



## CROWN LAW QUALITY POLICY

2020-21

### Quality commitment

Crown Law is committed to developing our current and future leaders with a culture of performance and responsibility that identifies Crown Law as both a first choice legal service provider and employer of choice within the legal services sector.

The strategic business plan also identifies our priority to deliver superior client focussed legal solutions. Our Branch Leadership team forms a vital role linking the strategic direction formed by our Strategic Leadership team with the operational governance and day-to-day work within the branches.

We embrace a continuous business improvement culture across Crown Law to conform with and continue to maintain ISO9001:2015 certification.

### Quality objectives

The quality objectives are based around the Crown Law focus areas. These quality objectives are measurable with performance indicators and strategic measures and consistent with the quality policy:

- Client partnerships
- Maintain profitability
- Our people and culture
- Innovation.

From the Crown Law business plan, the focus areas build on previous successes and become the drivers for improving the business, with a particular focus on creating a collegiate and client service-orientated workplace.

In keeping with our commitment to clients, Crown Law undertakes a range of internal and external evaluation and feedback mechanisms to measure progress against our goals, including client and staff surveys and learning and development programs.

With strong mechanisms, we continue to identify and improve business areas and provide feedback to our leadership community by performance measuring the level of our success against our business focus areas and we ensure internal communications and staff engagement are conducted.

Holly De Bortoli  
A/Executive Director

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