Quality & Information Security Policy

Pacific Solutions Pty Ltd trading as Pacific Transcription, Sterling Transcription, and Expedict (Pacific) is a transcription company specialising in areas such as legal, medical, medicolegal, finance, research and media. Pacific also provides court reporting, stenography, expert conclaves and minute taking services and sells products linked to the transcription industry.

Pacific prides itself on being on-line, on-time and on-call for its customers in order to comply with their requirements, provide a quality product, and deliver customer satisfaction. As part of its operations, Pacific routinely has responsibility for significant amounts of sensitive information, and needs to preserve the confidentiality, integrity and availability of this information.

Pacific believes that its continuing success in the competitive transcription industry will be sustained by adherence to high standards in both the quality of its products and services and the processes used to protect the sensitive information it routinely handles. Reflecting this belief, Pacific has established an integrated management system designed to comply with the requirements of ISO 9001 (Quality Management Systems) and ISO 27001 (Information Security Management Systems).

Pacific is committed to satisfying customer needs and commits to meeting the guidance of these standards and will implement any other applicable information security, statutory and regulatory requirements.

In order to achieve the aims of its integrated management system, Pacific establishes measurable strategies and objectives (set out in the organisation's Strategies and Objectives Register) in relation to all key facets of the business. These strategies and objectives are regularly reviewed by management for achievement, and new strategies and objectives are also set in this forum.

Through this policy and through regular review, Pacific commits to continually improving its integrated management system, in order to remain a viable business well into the future.



Steve Rutledge

Managing Director, Pacific Solutions Pty Ltd