

QUALITY POLICY

OUR OBJECTIVE

To achieve quality excellence in all aspects of our business

WHY

Quality systems and procedures drive better business, better projects, improve cost-efficiencies, satisfaction and outcomes for our customers

TO ACHIEVE THIS WE WILL

- Communicate our Quality Policy to all employees and relevant stakeholders
- Deliver on-time & on-quality products and services that meet or exceed our customer's expectations, as agreed with the relevant stakeholders
- Identify and understand our customer's expectations, measure customer perceptions, and implement improvements to increase customer satisfaction
- Empower management to own and enforce quality management system
- Comply with requirements and continually improve the effectiveness of the Integrated Management System (IMS)
- Indicate and assign duties, set up methods and standards to gauge performance, and evaluate the results
- Benchmark our systems and procedures against industry best practice to provide leading service
- Educate and train our personnel in order to continually improve their awareness, skills, and knowledge of quality issues and practices

To achieve standards of quality performance that clearly demonstrate our commitment to comply with the requirements of our customer's needs, a system has been implemented to meet the requirements of AS/NZS ISO 9001, AS/NZS 4801, OHSAS 18001 and AS/NZS ISO14001



Campbell Addison
General Manager

21st January, 2016