

# 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

- 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
- Communicate our Quality Policy to all employees and relevant stakeholders

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 ISO 9001



Campbell Addison  
General Manager

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