

Quality Policy 07

1.7 QUALITY POLICY

It is our company policy to anticipate and understand our customer's need and expectations so that we can be trusted to provide products and services at the standards that customers want and value. That is, delivered on time, at the right price and equal or better than the agreed quality standard in a competent and respectful manner.

Our aim is to be recognised as a leading provider in civil and industrial projects where our scope of expertise and service extends.

We will continue to improve our products and services through innovation as well as continuous monitoring and review of standards to reflect the best quality products and services on a range of dimensions as defined by customers, regulatory authorities, industry best practice and our own leadership position on quality.

Our systems will build on the pride, commitment and professionalism of our staff. We will develop a culture of continuous improvement and support of our quality management systems by training, developing and rewarding our staff for high achievement.

Conformance with work procedures, schedules and service standards will be monitored by monthly and annual performance reports and by independent auditing. Internal performance evaluation, audits and complaints provide critical information on efficiency and effectiveness and highlight the need for corrective action, process improvement and changes in customer expectations.

Non-conformance, variations and quality issues will be identified, analysed and resolved promptly with any necessary changes to procedures documented and implemented.



Senior Management:
06/10/2015...

Signature

.....
Date 06/10/2019

Policy Review Date: 06/10/20

Doc Name: Quality Policy Status: Approved	By whom: Alicia Curtis	Date of issue: 06/10/2015	Uncontrolled when printed	Version: 1	Copy 1	Page 1 of 1
--	------------------------	------------------------------	------------------------------	------------	--------	-------------