

COMPANY NAME

Quality Policy

is a recognised leader in technical consulting in our core business areas of engineering projects, materials handling machines and structural integrity. We are committed to providing quality outcomes for our customers, and continually improving our customer focus. Through the effective application of this quality policy and our quality management system, we ensure our ability to consistently provide products that meet the requirements of our customers and regulators.

We define our quality objectives in the key areas of:

- maintaining a functional quality management system that complies with the requirements of the internationally recognised standard AS/NZS ISO 9001:2016;
- demonstrating our compliance with AS/NZS ISO 9001:2016 through independent quality certification, and inclusion in the database of Certified Organisations maintained by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ);
- continually improving the effectiveness of our quality management system;
- achieving a high level of customer satisfaction through clear and accurate communication, a thorough understanding of all requirements and the delivery of quality products that are on time and cost-effective;
- achieving a high level of employee satisfaction through appropriate training, support, and promotion of quality objectives and responsibilities.

A framework of internal processes is established at to ensure our quality objectives are current, well defined, monitored, and achieved. These internal processes focus on:

- integrating the needs of our customers, regulators and employees into the planning and development of our products;
- defining policies and procedures to assist us to comply with our legal, commercial, quality, safety and environmental requirements;
- providing a functional and safe working environment that promotes individual excellence, and offers an effective basis for technical collaboration and innovation;
- defining measurable targets for quality objectives;
- recording and analysing our level of achievement.

The are committed to providing the leadership, resources and infrastructure necessary to implement this framework and achieve our quality objectives.

Signed:

