

# QUALITY POLICY

## QUALITY FROM START TO FINISH

### We will:

- Build a culture where customers' expectations, requirements and needs are agreed, understood, valued, and delivered
- Deliver in full, on time and in specification
- Maximise value through cost-effective solutions, innovation, and continuous improvement
- Meet or exceed all applicable agreed requirements and standards
- Ensure our subcontractors and suppliers meet our agreed requirements and standards
- Maintain simple, effective quality systems that underpin our business
- Take a risk-based approach to the continual review and improvement of our management systems and how we do business
- Set Key Performance Indicators (KPIs) to measure, manage and improve our performance

### Our people will be quality leaders by:

- Building strong working relationships with our customers
- Demonstrating quality from start to finish in all activities
- Always looking for ways to do things simpler and better

### Our Management Teams will:

- Implement and continually support and improve the requirements ASNZS ISO 9001 Quality Management System Standard

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