incremental improvements
australia

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Policy:	POL-001
Title:	Quality Management System Policy
Description:	This document outlines the company Quality Management System Policy.

Our Commitment

The Company acknowledges and is committed to taking proactive actions in relation to ensuring that our Quality Management System continually strives to deliver a quality service to all of our customers and clients. We recognise that everything we do in the day to day operation of our business could impact our desire to achieve the highest possible performance of this system.

Quality Management System Policy

- The Quality Management System (QMS) model is based on the requirements of the AS/NZS ISO 9001 standard.
- The main aims of the QMS are to ensure customer satisfaction and to drive ongoing business management & quality system improvements, including increases in productivity and efficiency, whilst reducing wasteful activity through our continuous improvement processes and activities.
- The management Team will ensure that the system complies with the requirements of ISO 9001 and will continually improve the effectiveness of the QMS.
- The QMS will provide a framework for establishing and reviewing measurable Quality Objectives, which will be embedded at relevant functions and levels within the Organisation.
- The QMS Policy will ensure the system is effectively implemented by communicating the requirements and responsibilities clearly to all employees, and ensure relevant skills training is completed with appropriate quality awareness training.
- The Management Team will ensure that the policy and procedures continue to be appropriate by initiating regular reviews to check ongoing effectiveness and relevance.
- The Management Team will ensure that the system will monitor and measure all activities for conformity to required laws, regulations & standards.
- There will be regular reviews of the needs and expectations of our customers & clients, and the system will initiate continuous improvement activities to meet these expectations whilst also improving general system performance.
- The Management Team will ensure that the system records the sequence and interactions of all processes, and determine the criteria and methods needed to

ensure the operation and control of these processes remains effective via process of ongoing review.

Robert Tomlinson - Managing Director

15th April, 2013.

Document Revision History

Version	Date	Changes Made	Changed By	Approved By
0.00	10/07/2012	Draft document created	RLT	RLT
1.01	15/04/2013	Document updates completed.	ELT	RLT