

Perfect Contracting Pty Ltd

# Integrated Management System Policy

## IMS.5 – QUALITY POLICY

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## Quality Policy

Perfect Contracting Pty Ltd is dedicated to quality and continuous process improvement for both customers and its own people. It is our policy to achieve total customer satisfaction by delivering a level of service, through established procedures and commitment, which will exceed expectations. The organisation will establish Quality objectives and targets aimed at continual improvement and review performance periodically for relevance.

Perfect Contracting Pty Ltd recognises that quality is a companywide responsibility. We achieve organizational excellence and quality awareness through innovative process improvements, training our people, offering competitive rates, true value for money to our clients and developing customer and employee satisfaction programs. Our organisation strives for continual improvement to ensure that its operations and clients are always receiving a high level of service.

Materials and services used by Perfect Contracting Pty Ltd are to be purchased from approved suppliers only to ensure that the end product satisfies the client's requirements.

We also aim to ensure that our business continues to be a valued service for our customers resulting in quality services provided. To this end, we look to improve the services we use in cooperation with our suppliers and subcontractors.

Perfect Contracting Pty Ltd ensures that it complies with legislation, regulations and codes of practice as set out by the government and associated bodies. It maintains the effectiveness of the Quality Management System in accordance with ISO 9001:2008 Quality Management Systems.

The quality policy is explained to all new and existing employees, suppliers and subcontractors engaged by Perfect Contracting Pty Ltd through company and site inductions ensuring that the basic principles of quality assurance is instilled within the work force. The bases of these principles are:

- Our workers are our key resources
- We will ensure that service standards are current
- We will endeavour to satisfy our client and end users' requirements
- We will effectively analyse and monitor our performance to continuously improve our service and the Quality Management System;
- We will continually strive to conform to the requirements of all relevant legislative and regulatory requirements

All employees will be informed of this policy that will be documented, maintained and regularly reviewed to ensure that it remains relevant to Perfect Contracting's organisational processes. This policy is communicated to all staff through an electronic controlled copy placed on the company server with other relevant management system manuals, and placed on common area noticeboard/s. This policy is made available to the public via the company website.



Signed:  
(Luke Hamblin, General Manager)

Date: 01/12/2015