

Quality Policy

We are committed to ensuring our services conform to our clients' expressed requirements. We are also committed to ensuring our clients' peace-of-mind by engaging them with high levels of integrity, open communications and unambiguous service level definitions. We are also committed to ensuring our clients regard us as easy to access and flexible to their changing needs.

The Key Principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services.
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to service delivery
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Management System that complies with the requirements of the International Standards ISO 9001:2015

Our quality objectives are to:

- Consistently and efficiently deliver services to our clients that comply with their specifications and relevant standards
- Resolve client, employee and supplier queries promptly and in a friendly manner.
- Give our clients the utmost confidence in our ability to meet and adjust to their needs.

To achieve these objectives we shall act to:

- Ensure high levels of management and staff involvement in achieving stated objectives.
- Continuously engage all stakeholders in meaningful consultation and communication.
- Measure our performance and the performance of Sub-Contractors and use this information for the continual improvement of our services and integrated management system.

Our Quality Policy is applicable to our director, all employees and agents and to any person or organisation that represents us, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy expresses the ongoing commitment by AJW Interiors and Construction Pty Ltd management and staff to understand, regularly review and continually implement these actions.

Andrew Wilson
Managing Director

31/7/17

Date

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