

QUALITY POLICY STATEMENT

Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Quality Policy. The following guidelines are to be adhered to by all managers, supervisors and employees.

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 the service being offered.
- 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 Standard 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 products/services and ability to meet their needs.

To achieve these objectives, we shall act to:

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

Our Quality Policy is applicable to our directors, all workers and contractors 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 together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Treecraft NSW Pty Ltd.

Signed: 
Hayden J Trott
Company Director

Date: 01 June 2021