

# Quality Policy

Aussie Enviro Excavations is committed to meeting the needs and expectations of its customers and ensuring that quality services are provided at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the development, implementation and continuous improvement of a Quality Management System is essential to realising this goal.

The quality policy is based on three fundamental principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Looking at our service processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at management review.

More particular our commitment will be achieved by:

- Complying with statutory obligations, standards, specifications, codes of practice and other requirements relevant to quality management;
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System consistent with certification requirements of ISO 9001;
- Engaging suitably qualified, skilled, and experienced people;
- Set measurable objectives and targets aimed at providing quality products and services;
- Educating and training in order to continually improve the skills of our people, awareness and knowledge of quality issues and practices;
- Providing adequate and suitable resources to implement and maintain the Quality Management System;
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence;
- Monitoring and evaluating the quality performance of subcontractors, suppliers and other providers and implementing effective communication with them on quality and compliance issues;
- Continually reviewing and communicating performance measures and taking action to improve outcomes.

The QHSE Coordinator is responsible for keeping this Policy up to date. A formal review of this Policy shall take place annually.



**Mark Cain**  
**Director**

Aussie Enviro Excavations Pty Ltd  
21 October 2016



**Kathy Cain**  
**Director**

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