

	Document Title: Quality Policy	Document ID: IOT – 1 – 102 – 1
	Reference: Policy Statements Manual	
	Key Element: Leadership and Commitment	

## QUALITY POLICY

To operate a successful business which is acknowledged as the best in the industry and to maintain a Quality Management System (QMS) as a vital part of that business.

The nature of the company’s activities places particular emphasis on quality, experience, expertise, safety, community relations, environment, performance and reliability.

The objective of the Directors and Management is to ensure that our personnel develop the skills and abilities enabling us to perform effectively now and into the future.

We are committed to continually improving the way we do things and promote the concept of team work and employee participation to achieve our objectives. Employees are stakeholders in our company and share in the benefits of our success, standing by our commitment to quality. Quality objectives, KPI’s and our risk and opportunities register are reviewed annually at the Management Review Meeting (MRM) where changes and developments are considered.

This policy is distributed and is displayed in our workplaces. New employees are inducted into the quality culture and are made aware of this policy.

The general provisions of this policy require that a program of systems, procedures and plans to be effectively implemented and continuously updated including:

✓ Setting & Monitoring of Quality Objectives and Targets	✓ Continuous Improvement
✓ Risk & Opportunity Management	✓ Employee Induction Programs
✓ Non-conformity	✓ Performance Reviews
✓ Corrective Action	✓ Internal Audits
✓ Competency Based Training	✓ Customer Feedback Mechanism

To achieve the above, a quality management system is implemented and maintained to comply with ISO 9001-2015 and appropriate regulations. This will be achieved by having in place the right people and the right systems.

I am personally committed to continuous improvement of our QMS and request all employees join me as we strive to continually improve the way we work.



**Craig Nankivell**  
Managing Director



Date Issued: 01/06/2008	Last Revised: 18/04/2019	Page No: 1 of 1
Revision No: 8	Approved By: C. Nankivell	
Electronic Ref: \\Server\IOT\Templates\IOT - QHSE\100 Policies\Word Documents\102 Quality Policy.docx		