
Policy: POL 001

Description: This document outlines the company Quality Management System Policy.

Our Commitment

This statement is issued to indicate our attitude to client relationships and our standards of service. Our employees, suppliers and subcontractors are totally committed to our high standard for quality and service.

We shall comply to the standard and are committed to continually improving the effectiveness of our quality management system.

Quality Management System Policy

The Jetty Specialist specialises in the design, engineering, manufacture and installation of walkways, floating pontoon systems, piling installations and accessories for marinas and jetties servicing the East coast of Australia and South Pacific regions.

Our company is Australian owned and operated and is committed to providing the very best possible quality in our work, and to becoming recognised for our:

- project management and contract administration
- control in design, planning, production, assembly and site installation
- selection and training of personnel, subcontractors and suppliers to maintain high work standards
- rigorous quality inspection and testing practices
- conservation of materials and resources
- best practice standards in health and safety management
- control of waste, and regard for the environment in all processes
- commitment to continuous improvement.

Our quality management system includes a detailed analysis of client specifications; understanding industry and client needs; control of quality during design, production, assembly and installation; and monitoring our clients' level of satisfaction after completion of work. We are concerned that both our immediate clients and product end-users all benefit from the quality of our work.

Our Quality Management system is based on the Australian standard AZ/NZS ISO 9001 which:

- *contains detailed processes used for training staff and monitoring quality.*
- *defines criteria and resources to ensure processes are effective and compliant.*
- *defines quality objectives and review processes.*
- *is regularly reviewed for continuing suitability and high standard.*



Neil Morris
Managing Director

Date: 30/04/2015