

## QUALITY POLICY

### *POLICY STATEMENT*

KAW Engineering will conduct all our business in a manner that consistently meets or exceeds the requirements set by our stakeholders, Australian legislation and the AS/NZS ISO9001:2016 and AS/NZS ISO 3834:2008/2019 standards. To achieve this, we are committed to delivering excellence and the continual improvement of all operations, products and services.

### *STRATEGIES*

To achieve this goal, we recognise that our customers needs and expectations determine the quality benchmark for our operations, products and services.

Our strategies are to:

- Provide high quality by:
  - Identifying the changing needs and expectations of our customers
  - Developing and maintaining processes and procedures that deliver quality performance across all operations
  - Achieving and maintaining a level of quality which promotes the company reputation with its clients.
  - Achieving efficiency, attention to detail and responsiveness to customer priorities
  - Providing high quality products and services on time, while ensuring cost-effectiveness
  - Providing an employment environment where true quality and continual improvement is nurtured
- Set and achieve measurable objectives
  - Review our quality performance, at least quarterly, in our Management Review meeting
- Review our quality system by:
  - Reviewing our Quality Policy at least annually in consultation with our staff
  - Reviewing the effectiveness of the Quality Management System, at least annually, in conjunction with an annual quality audit
- Providing training to all team members and contractors to proactively identify and implement improvements
- Remove waste and non-value-adding steps in our processes wherever feasible
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times

### *AUTHORISED BY*

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