

## QUALITY POLICY

Plumbrite Solutions Pty Ltd is committed to meeting customer needs and expectations in terms of performance, conformance to standards, codes of practice and all statutory, regulatory and safety regulations applicable to the business.

Through this commitment we aim to achieve our objectives of high customer satisfaction and business growth whilst providing and satisfying the needs and expectations of parties who have an interest in our operations. This is consistent with our strategic direction and appropriate to the context in which we operate.

To achieve this, we will:

1. Implement and conform to quality standards and full compliance with our contractual and legislative requirements.
2. Providing high standards of technical service
3. Maintaining and promoting a culture of continual improvement
4. Identifying the needs and expectations of our stakeholders including our customers, suppliers, end-users and all who have an interest in, or are affected by, our operations
5. Regard quality management as critical to business success and hold employees at all levels accountable for quality.
6. Continuously monitor that we are meeting client requirements and expectations at all times.
7. Employ highly professional skilled labour and train all employees in the principles and methods of quality and continuous improvement.
8. Review our policies at least annually to ensure that they are up to date and relevant to our current business model.

We are committed to establishing measurable objectives and targets to ensure continued improvement aimed at client satisfaction, safe work practices and minimising environmental impact, and do this through regular monitoring, training and continuous improvement of the Quality Management System.

Director:



**Tyson King**

Date: **1 July 2024**

*'Professional Plumbing & Gasfitting'*