

# Quality Management Policy

Gordon McKay is committed to meeting or exceeding its customer's requirements consistently and reliably at all times and to develop, monitor and review processes and procedures which support best practice in complying with our certification. Gordon McKay demonstrates this commitment through its Quality Management System that is integrated with all organisational activities related to products, services and people.

Gordon McKay believes in providing the best quality services the first time, every time whilst effectively managing the business to remain efficient, profitable and competitive.

## **The objectives of the Quality Management System are to:**

- Provide product and service effectively, on time and to budget;
- Satisfy our clients requirements;
- Continuously improve service;
- Establish and achieve measurable objectives and targets;
- Provide the best possible outcome with the least amount of risk;
- Provide Quality outcomes which are fit for purpose governed by processes and standards.

## **Gordon McKay will:**

- Strive to ensure customer and stakeholder satisfaction is achieved at all times;
- Develop and maintain management systems which are responsive to the needs of clients, staff and stakeholders and the environment in which they operate;
- Implement and monitor controls to eliminate or reduce hazards and risks;
- Conduct audits of the Management System for compliance and effectiveness.

## **Each employee is individually responsible to:**

- Comply with Gordon McKay processes and procedures;
- Complete and submit required documentation as requested to ensure compliance with the Management System;
- Participate in training conducted by Gordon McKay;
- Report any non-compliances to their immediate supervisor;
- Plan to achieve and verify the quality of works through standards and scope of works.

Gordon McKay recognises that active participation and consultation with every employee is essential to achieving the optimum levels of quality. With the assistance of all employees we will strive to continually identify and improve the effectiveness of the Quality Management System.

Policy Authorised by Director:

Mario Bavaro



Date: 30/11/2021