

QUALITY POLICY

*DEFINITION: In **quality** management system, a **quality policy** is a document jointly developed by management and **quality** experts to express the **quality** objectives of the organization, the acceptable level of **quality** and the duties of specific departments to ensure **quality**.*

Smith Earthmoving is committed to providing and supplying services that are consistent, reliable, and cost effective and are to the highest quality standards that meet and exceed the needs and expectations of its customers and are in compliance with the requirements of the AS/NZS 9001-2008 and continually improve the effectiveness of the Quality Management System.

The Quality Assurance process shall identify all measures required for the planning, purchasing, supply and delivery of services and maintaining a quality system that is appropriate to the purpose of the Company in pursuit of excellence and the satisfaction of its customers.

This will be achieved by the following:

- Provide a framework for establishing and reviewing management and quality objectives
- Communicate the policies and procedures to all employees and contractors within the Company
- Designing systems and processes that add value to the service
- Using the principle of 'Get It Right First Time' to maintain quality standards
- Provide training and development of all employees and using best practices to execute works
- Continually auditing the processes at all stages of the service supply
- Obtaining Customer Feedback and continually improve processes to suit the Company's needs and improve effectiveness of the Quality Management System

Authorised by: _____

Wayne Smith
Director/CEO
10 January 2016