

QUALITY POLICY STATEMENT

Purpose

The purpose of this policy is to:

- Develop, implement and maintain a Quality Management System based on the requirements set out in AS/NZS ISO 9001:2008
- Have a Quality Management System that permeates through all aspects of the business including strategic planning, budgeting, reviewing, customer feedback and reporting on the quality of the products and services we supply.

Commitment

PHC is committed to:

- Focusing on customers by ensuring its products and services meet or exceed the need of these customers;
- Providing products and services that are completed in a timely, proactive, professional and cost effective manner;
- Achieving operational excellence through the development, implementation and continual improvement of the Management System by incorporating Quality standards to all aspects of the business including Health, Safety and Environment.
- Provide products and services that conform to relevant legislative specifications and standards.

Objectives

PHC goals are to;

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2008;
- Set objectives, targets and Key Performance Indicators to measure performance and identify opportunities for improvement for both the system and individuals;
- Develop and maintain a comprehensive and concise audit and review system;
- Have a robust reporting system where all non-conformances are reported, investigated and rectified in a timely manner to prevent reoccurrence;
- Actively seek feedback from customers and employees so opportunities for improvement are identified;
- Hold all workers accountable for maintaining the quality of work in their area and carrying out their duties in accordance with this policy.

Implementation

The implementation of this policy needs commitment from managers, coordinators and supervisors who will develop, implement and review the Quality System and ensure:

- The Quality System complies with relevant standards, laws and regulations;
- Comply with PHC management plans, policies and procedures;
- PHC employees are trained and informed on the Quality Management System
- Report on performance and quality objectives and targets;
- Recognise those who contribute and improve quality performance.

Specific Responsibilities

Management's Responsibility

The promotion and maintenance of Quality Management System is primarily the responsibility of management.

- Management at all levels is required to contribute to the improvement of the quality within their area of control.
- They must ensure all employees that they manage are adequately trained and informed about the Quality Management System.

Coordinators/Supervisors

Each coordinator and first line supervisor is responsible, and will be held accountable, for taking all practical measures to ensure that:

- the quality system within their area of control is complied with and employees are trained to meet the requirements under the program;
- That their employees are consulted in regards to quality and improvement in their daily tasks

Employees

All employees are required to co-operate with the Quality Management System to ensure:

- The quality of their work is to the highest standard
- Stop work and consult with their supervisor if they are unsure of how to complete the task to that high standard;
- Immediately report Quality and Non-Conformance issues to their supervisor immediately.

Managing Director: _____



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