

# Quality Policy Statement

## POLICY STATEMENT

EcOz Environmental Consultants was established in 1990 to provide environmental services to a wide range of clients in Northern Australia. We are based in Darwin, and employ 21 people.

Quality is important to our business because we value our clients. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients requirements and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

The objectives of this company are set out in the Business Plan. Objectives for individual jobs are to carry out he works to the satisfaction of the client and in accordance with the contract as agreed with the client.

## Implementation and review

Policy implemented 01/06/2018

Policy to be reviewed on or by 31/05/2020

## Authorised by



Ray Hall - Managing Director

Date: 01/06/2018



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