



## 5. Quality Policy

Industrial Controls Australia Pty Ltd is a leading automation, electrical and instrumentation system integrator supplying the Gympie region and all over Queensland, NSW and overseas.

It is the policy of this company to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

### AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- Identify the changing needs and expectations of our customers.
- Develop and maintain processes and procedures that ensure that these changes are accommodated.
- Meet the requirements of International Standard AS/NZS ISO 9001:2015.
- Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities.
- Provide quality products and services on time along with competitive pricing.
- Provide an employment environment where continuous improvement is encouraged.

### RESPONSIBILITIES

Industrial Controls Australia Pty Ltd will:

- Ensure all staff and contractors are aware of the process to identify areas where improvement can be achieved.
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things.
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed.
- Actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

This policy will be reviewed every year by management as part of the Integrated Management System review.

A handwritten signature in black ink, appearing to read 'Phil Candish', is written over a horizontal line.

Phil Candish  
Director  
Industrial Controls Australia Pty Ltd  
Date: 1<sup>st</sup> February 2019