

## QUALITY POLICY

### VISION

Austructure Services vision is to be a leader in delivering both quality and excellence in the services we provide to our expanding customer base.

### MISSION

Austructure Services mission is to inspire customers, thus becoming their preferred supplier and in so doing contribute to the success of Austructure Services.

### GOALS

- To provide the highest quality of services to our customers.
- To achieve customer satisfaction consistent with expectations and with resource allocations.

### OBJECTIVES

- To continually monitor and assess the provision of products and services to our customers.
- To implement & document methods for improving the range of products & services to our customers.
- To perform effectively and efficiently and provide sound advice to customers in a timely fashion.
- To continually improve the quality of our management & services provided to our customers.
- To meet and where possible exceed our customers' expectations.

### IN PURSUING OUR GOALS AND OBJECTIVES WE ADOPT THE FOLLOWING APPROACH:

- Assist our customers with a team of accomplished, helpful, professional, and competent staff.
- Provide staff with appropriate training & development empowering staff to realise their full potential.
- Utilise the latest technology, which is regularly upgraded.
- At all times welcome customer and staff input, initiative, and creativity in all aspects of the provision of Austructure Services, services.
  - Establish and maintain the Integrated Management System (IMS) modelled on the Australian and international Standards ISO 9001:2015 Standard AS NZS 4801:2001, ISO 14001:2015
  - Adhere to the ethical standards.

### COMMITMENT

All Austructure Services' staff are responsible for the communication, enthusiastic promotion, and implementation of this Policy and for cooperating with other staff members to improve common areas of responsibility. The Managing Director of Austructure Services is committed to the effective implementation of this Integrated Management Policy. All staff are expected to participate fully in implementing the above Policy.

Signed: \_\_\_\_\_

Steven Purkis

Managing Director

Release Date: September 2023

Next Review Date: September 2024