



QUALITY POLICY

A Plus Plumbing (ACT) Pty Ltd is an ACT based Commercial Plumbing and Building Company. A Plus specialises in Public Sector and Commercial projects, with capabilities for contracts from \$10,000 to \$10 Million. A Plus is focused on customer satisfaction and consequently generate a high level of repeat business.

Our Company has the unique capacity to respond to client requirements throughout South Eastern Australia, to provide a level of service & competence ahead of the competition. The development of our Integrated Management System is but one example of the commitment to excellence that is manifest in our works & client outcomes.

The company is fully committed to quality and is pursuing a program to achieve best practice in all aspects of the business. Our Quality objectives include:

- Meet the requirements of the Client contract including drawings, specifications & requisite Australian Standards.
- Controlling & implementing contract alterations as they occur.
- Supplying only those products & materials which have the quality to meet all customer and regulatory specifications
- Requiring the same standards of our sub-contractors, and
- Meeting Government & Company requirements for OHS&R, Environment and Industrial Relations.

The core of our best practice program is an effective quality assurance system, which is fully integrated into our business practice. The system is based on AS/NZS ISO 9001 and is designed to ensure that customer requirements are understood by all employees involved and are met on every occasion.

Proper adherence to this Policy Statement is required of all employees. All employees are encouraged to suggest process/procedure changes to improve quality. Quality is the responsibility of all employees.

We understand the Integrated Management System we have developed and implemented is not the 'end' but a mechanism or means to achieve the end, the end being continuous improvement & enhanced competitiveness.

Tom Paton

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Managing Director

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