



## Multiplant QUALITY ASSURANCE POLICY

Multiplant Holdings is a Western Australian based provider of civil contracting and wet/dry hire services suitable to the mining and civil industries. Multiplant specialises in public sector and commercial projects, with capabilities for contracts from \$10,000 to \$40 Million. Multiplant is focused on customer satisfaction and consequently generates a high level of repeat business.

Our company, through our established office, has the unique capacity to respond to client requirements throughout Australia, to provide a level of service and competence ahead of the competition. The development of this Quality Management System is but one example of the commitment to excellence that is manifest in our works and client outcomes.

Our 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 and requisite Australian standards;
- ❖ Controlling and implementing contract alterations as they occur;
- ❖ Supplying only products and materials which have the quality to meet or exceed all customer and regulatory specifications;
- ❖ Requiring the same standards of our su-contractors; and
- ❖ Meeting Government and company requirements for Quality, OHS, 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 9001:2008 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 are well aware that the Quality Management System we have developed and implemented is not the 'end' but a mechanism or means to achieve the end. The 'end' is referring to continuous improvement & enhanced competitiveness.

Chief Executive Officer: \_\_\_\_\_

Date: \_\_\_\_\_

18/3/2016

References:

AS/NZS ISO 9001:2008

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