

POL-027 – Quality Assurance Policy

ARA Mechanical Services Pty Ltd (**ARAMS**) is committed to providing goods and services of the highest quality so as to meet and ideally go above and beyond the expectations of external and internal stakeholders.

This Quality Assurance Policy (**Policy**) sets out how ARAMS upholds and maintain the highest quality and standards in business in accordance with ARAMS's commitment to the continuous improvement of the quality of goods and services offered.

1 Quality assurance objectives

ARAMS strives to:

- a. ensure that contract requirements, client specifications and documentation are complied with, where applicable, and that goods or services are supplied to the satisfaction of clients;
- b. undertake contract works in accordance with relevant legislation, codes and standards where required under contract, in a cost effective and reliable manner; and
- c. ensure that delivery of quality goods and the performance of reliable services is within the scope of the requirements of clients and adhered to in a cost effective and reliable manner.

2 Quality management system

ARAMS has a quality management system based on the ISO 9001:2015 standard which provides a framework for monitoring, measuring and improving the performance of services and quality of goods, and identifying opportunities for improvement through rigorous self-assessment.

3 Review

ARAMS's managerial staff are responsible for reviewing the functionality of their respective businesses throughout all stages of service and supply so as to ensure that quality assurance is met, and that continuous improvement strategies are adopted within the framework of ARAMS's goals and objectives.

4 Performance

ARAMS employees are required to perform their duties with professionalism, expertise, and in accordance with standard industry practices. ARAMS's managerial staff and supervisory personnel are to actively support and promote quality assurance procedures and ensure its implementation and adherence by employees. ARAMS encourages and supports its employees to promote quality assurance across goods and services supplied and to continuously endeavour to provide high quality and efficient goods and services.

5 Improvement

ARAMS acknowledges the need to continuously improve the quality of goods and services and, where possible, to exceed above current standards of quality assurance. At all times, ARAMS is dedicated to ensuring its offerings are 'the best of the best'.



Phil Harding, Managing Director

Reviewed: December 2022