



QUALITY POLICY

Q Design & Construct (QDC) is a nationally registered builder, providing innovative, concept to completion design & construction services. QDC is committed to providing high quality products to ensure our customer's expectations are consistently achieved.

Quality Objectives

The Directors and staff at QDC are committed and will strive to:

- Provide an exceptionally high-quality level of products and services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ensure customer satisfaction is maintained at a high level

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Implementation

QDC's Directors shall ensure that all necessary resources and support will be made available for the successful application of this policy. This policy applies to all QDC employees, sub-contractors and any other interested parties under the control of QDC, during its normal business activities.


Damon James
Managing Director


Date
(review within 12 months)

Document owner: QDC Director	Revision: 2	Quality Policy
Document number: QDC-POL-005	Page 1 of 1	Date of last review: 20/04/2023