

Quality Management Policy

National Concrete Solutions Pty Ltd (NCS) is committed to delivering the highest standards of work to its clients. Modelling our processes on a continuous improvement cycle, NCS effectively deliver superior outcomes whilst meeting customer expectations and requirements.

It is the Policy of NCS that all Employees make every reasonable effort to **“Do it once, Do it right”**. This mission reduces wastage across rework, defects and non-conformances.

NCS shall continuously improve its effectiveness by:

- Complying with relevant Legislation, including Acts, Regulations, Notices, Standards and Codes of Practice and ensure that any changes to Legislation that effect NCS and its processes will be communicated accordingly. This includes the requirements outlined in: *AS/NZS ISO 9001:2016 Quality Management Systems*.
- Providing suitable resources to ensure that the Quality processes and documentation is maintained and continually improved. Non-Conformances shall be effectively identified, rectified, recorded and reviewed and improvements fed back into the management system. Provision of the latest System document revisions and training in the use of System documentation shall be provided to all effected users.
- Setting companywide quality objectives and targets that meet the requirements of this Policy. Objectives and targets will be continually monitored and measured and organisational progress towards these targets reported to senior management on a regular basis. The measurement of objectives and targets will form the basis for continual improvement initiatives across the NCS organisation to reduce and eliminate work related non-conformances.
- Ensuring that all workers understand their quality obligations and responsibilities of this Policy through inductions, training, position descriptions, provision of Quality materials and other methods deemed necessary by management.
- Ensuring this policy is reviewed by Senior Management on an annual basis, in order to establish and maintain its relevance and appropriateness in meeting the NCS quality objectives and targets and relevance to the organisations work activities.

It is the responsibility and expectation that all NCS staff will actively promote and implement the objectives of this policy.

This policy will be displayed at NCS offices, available to interested parties as appropriate and available on project sites.



Rob Godson
Managing Director

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