



## QUALITY POLICY

**Thermal Installations WA is committed to meeting the quality standards expected by our customers, and to the continual improvement of our products and services.**

Thermal Installations WA maintains processes and systems appropriate to our area of operations with the objective of providing the framework and platform to:

- Consistently and predictably supply products and services that meet customer needs and expectations in a timely and efficient manner.
- Ensure a consistently high standard of quality is maintained in all endeavours.
- Conform to relevant specification, statutory and regulatory requirements, supply agreements, contractual requirements.
- Maintain workplaces and environments where continuous improvement in our systems, products and services are embraced.

In meeting these objectives, Thermal Installations WA will manage and maintain a quality system based on ISO9001:2015, enabling us to:

- Adopt a comprehensive and concise review process that determines the needs of our customer and to work consistently to meet those needs in full and on time.
- Establish appropriate quality objectives, specific performance expectations and targets to ensure we meet our objectives.
- Ensure our personnel are clearly briefed and trained and are provided the appropriate resources necessary to deliver our quality objectives always.
- Perform regular reviews, identify opportunities and resolve problems expeditiously.
- Continually improve our processes and management systems.

Thermal Installations WA commitment to quality is aimed to ensure our workers understand and are competent in their role, demonstrate a relentless commitment to the achievement of our objectives, and to provide quality products and services that consistently and reliably satisfy the needs of our customers.

**Gavin Wright**

**Director**

**APPROVED: 1<sup>st</sup> July 2019**

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