

# Quality Policy

## Policy Statement

ADCO is a specialist provider of the installation and service of electrical, mechanical (HVAC), fire and integration services across all areas of the construction industry throughout Australia. Our management and staff are committed to providing outstanding products and services to clients, embracing change and new opportunities, maintaining sustainable business practices and encouraging continual learning and development within our business.

## Quality Objectives

The Management and Staff at ADCO are committed and will strive to:

- Provide high quality products & service to our clients
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved
- To provide cost efficient products and services to our customers

As part of our systems and processes we will:

- Train, educate and communicate with staff, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Continually improve our Quality Management System
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do Check, Act methodology to our Quality Management System
- Provide a high level of quality products and services that meet and exceed customer's expectations
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015

**Approved by Adam Di Placido, Managing Director**



**September 2017**

This policy is available to all interested parties via the Company website.