



Actual ROPS response written for client – October, 2018

QUALITY ASSURANCE POLICY AND MANAGEMENT SYSTEMS

XXXX has a comprehensive quality management system backed by a documented QA policy

Quality Assurance Policy

XXXX is committed to achieving a certified AS/NZS ISO 9001 Quality Management System to provide and control conformity in the delivery of our services, enabling us to meet the needs and expectations of our people and clients.

This is being achieved through an integrated process and systems approach by:

- Providing a safe work environment, with a proactive Health & Safety Management System (Refer: **A8 RoPS XXX JSA WMS**) in place for early identification of potential risks or hazards to reduce the likelihood of accident, illness or injury; ensuring incidents are investigated and lessons are learnt
- Conducting our operations in compliance with state and local government environmental guidelines and requirements
- Ensuring all our employees embrace the culture of continuous improvement of services, products and client satisfaction
- Setting measurable and realistic objectives and targets
- Maintaining and improving customer communication, focus, satisfaction levels and knowledge and understanding of our services
- Encouraging innovative service and process development throughout XXXX, and actively promoting our services to our clients to encourage and sustain growth
- Continuous monitoring and evaluation of activities to enable the identification of opportunities for improvement
- Committing to continually training and developing our staff to a standard of excellence and ensuring a safe working environment is always provided
- Planning and monitoring financial, contractual and supply activities to ensure the long-term involvement and profitability of the business
- Utilising internal and third-party audits and inspections to monitor compliance

- Continuing to strive for best practice and continuous improvement to maintain the high regard that XXXX enjoys within the civil construction industry for quality of performance, and being on budget and on time.
- Quality is the responsibility of all XXXX personnel and subcontractors.

Management Systems

Our QA policy forms the basis of our management system, which also includes

- Daily checklists and pre-start meetings to monitor the service history of our machines (Refer: **A9 RoPS XXXX Plant Checklists**).
- Comprehensive induction system for employees and subcontractors prior to entering a worksite — based on job-specific Job Safety Analyses, Standard Work Procedures, Work Method Statements and Plant Checklists (Refer: **A8 RoPS XXX JSA WMS**)
- Operating with licensed and accredited plant and equipment
- Only employing operators with a Construction White Card and Certificates of Competency
- Engaging external quality assurance auditors (e.g. XXX) to perform annual audits and reviews.