

## 5 Quality Policy

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### A Obligations

Prebuilt recognises its responsibility to exceed all client expectations. This commitment extends to ensuring that the organisation's operations do not place any stakeholder at risk from the activities undertaken. All building and relevant legislation will be adhered to and reviewed for updates.

#### Prebuilt will:

- Understand the needs of the client.
- Provide written procedures and instructions to ensure consistent systems of work.
- Ensure compliance with legislative requirements and current industry standards.
- Provide information, instruction, training and supervision to office staff, workers, supervisors and subcontractors to ensure they are able to suitable perform their duties.
- Promote continual improvement at all levels of the workforce.
- Conformance to ISO 9001.
- To maintain and improve customer satisfaction.
- Ensuring we have the appropriate resourcing requirements to be able to achieve our objectives.

### B Responsibilities

#### Each Department Manager is accountable for:

- Implementing this policy in their area of responsibility. This will be measured via their annual performance reviews.

#### Management is responsible for:

- The provision and maintenance of all equipment and machinery used by their staff.
- Involvement in the development, promotion and implementation of quality policies and procedures.
- Training workers in the performance of their assigned tasks.
- The provision of resources to meet the company's requirements.
- Office staff and factory workers are to:
  - Follow all policies and procedures.
  - Ensure client satisfaction.

### C Application of the Policy

This policy is applicable to Prebuilt in all its operations and functions including those situations where factory, supervisors and office staff are required to work offsite.



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