

## **QUALITY POLICY STATEMENT**

At **Northerly Group Australia Pty Ltd and Northerly SDA Pty Ltd**, a commitment to Quality, Health, Safety and the Environment is part of our core business which is Development, Design, Construction and Interior fit-out services in the following sectors:

- Commercial
- Civil
- Multi Residential
- Disability Services Accommodation
- Industrial
- Civic
- Retirement Living and Aged Care

**Northerly Group Australia Pty Ltd and Northerly SDA Pty Ltd** is committed to meeting our clients' specific needs and expectations and statutory and regulatory requirements in the most cost-effective manner.

Commitment to quality is recognised by management as being the key to reaching the following objectives:

- Meeting budget requirements.
- Completing projects on time.
- Meeting project specifications.
- Client Satisfaction.
- Compliance to Legal and other requirements.

This, along with having established guidelines and the involvement of all employees has resulted in the implementation of a quality system that defines the management and operational processes from receipt of a project enquiry to installation and handover.

The quality management system comprises procedures that have been developed to eliminate error, waste, and frustration, thus ensuring quality of all processes.

**Northerly Group Australia Pty Ltd and Northerly SDA Pty Ltd** quality management system is accredited to AZ/NZS ISO 9001, and the company is committed to complying with the standard and providing both product and service to its clients with the philosophy of ongoing improvement and suitability through the implementation of total quality management.

Quality assurance is seen as being the most fundamental part of the company's aims and objectives along with safe working environments and market competitiveness.

Quality is achieved by:

- Training and motivation.
- Adherence to documented procedures.
- Investigation of non-compliance and implementation of effective corrective action.
- Quality management system improvement.

All **Northerly Group Australia Pty Ltd and Northerly SDA Pty Ltd** personnel are encouraged to take an active role in this ongoing improvement.



Michael Lawson – Managing Director

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