



QUALITY ASSURANCE SYSTEM

Introduction – What We Do

Our company offers trades and services across Electrical & Communications, Plumbing & Hot Water Services, Carpentry & Maintenance, Enviro Electrical & Plumbing, Essential Fire Services & Solar, including all facets of maintenance and installation, repair and servicing for Domestic, Commercial & Government Departments.

Our vision is to be the leader in our field: the company that clients turn to first when they need a "Solution to Professional Trades & Services".

Company Objectives

Our company objectives are to:

- Provide a high level of service and workmanship to all clients at all times ensuring professional trades and services solutions which are continually reviewed for quality Professionalism and value for money .
- Provide a high level of training and support to all staff to ensure extensive skills and competencies are developed and maintained in order to provide this high level of service and remain ahead of the Industry
- Ensure a safe and healthy work environment for all staff
- Establish and maintain the business as the Premium Company of choice

We will measure the achievement of these objectives via various methods such as: customer feedback(unsolicited and via surveys), site visits, management review meetings, individual staff review meetings, financial reporting for each division, monitoring of accidents and incidents, Toolbox Meeting feedback etc. We also set more specific objectives each financial year, which are communicated to staff as appropriate and are in line with the growth and direction of the company and its staff. We will review the Quality Management system via a Company calendar ,where all processes, policies and objectives will be reviewed according to an Audit Schedule and necessary improvements/changes made in accordance with the review of the above and all data/feedback collected as a part of the system

Core Values

Our core business values are:

- Teamwork – encourages all Management and Staff to work together to achieve common goals of the Company and as a result ensure ongoing employment for all.
- Pride – ensures that all Management and Staff are proud of the standard of work they complete at all times and encourages a high level of quality and workmanship.
This also engenders a sense of pride in the company as a whole and the achievements of the management and team.
- Responsibility - encourages all team members to accept responsibility for their own and their team's work in accordance with Company Policy and, as a result, to achieve the desired results which help us to become and remain a Premium company of choice.

Quality Policy

Quality means that we always aim to get it right, first time and every time. It means we deliver on our promises, we do what we said we'd do: on time, to specifications and budget and to the highest of standards.

We are committed to:

- Applying our core business values
- Professional and ethical practices, including meeting all applicable legal and statutory requirements
- A safe workplace and safe work systems
- A quality management system meeting the requirements of ISO 9001, including continuous improvement.
- Providing high level customer service and quality trades services to all clients
- Meeting and/or surpassing Regulatory requirements, applicable standards and/or specifications ie. SAA Wiring Rules, Plumbing Codes, Building Code of Australia etc
- Making recommendations and setting objectives for improvement of our systems and ensuring that our team are involved in this process.



Your Solution to Professional Trades and Services

