

Quality Policy

Commitment to Quality

Zenergy Asia Pacific Pty Ltd (Zenergy) places the utmost importance on meeting the quality needs and expectations of our clients across all aspects of our operations. Upholding high-quality standards is a fundamental obligation for our organisation, and we strive to achieve excellence in every project and service we deliver.

Approach to Quality Management

Our dedication to quality management is demonstrated through a range of actions and commitments:

- **Compliance with Standards and Legislation:** We ensure that all our activities meet or exceed statutory obligations, relevant standards, and codes of practice related to Quality Management.
- **Continuous Improvement of Our Integrated Management System (IMS):** Zenergy is committed to continually enhancing the effectiveness of our IMS, adhering to the requirements of ISO 9001:2015, and using this as a framework for establishing quality objectives and targets.
- **Quality Planning, Monitoring and Auditing:** We establish, monitor, and audit quality management and related plans to ensure they consistently align with ISO 9001:2015.
- **Qualified Resources:** Zenergy provides suitably qualified personnel to develop, implement, and maintain our quality system, ensuring robust quality outcomes.
- **Clarity in Client and Contractual Requirements:** We make certain that all client and contractual arrangements are clearly understood and fully complied with.
- **Employee Development and Training:** We develop and implement educational and training programs designed to enhance our employees' skills, awareness, and knowledge regarding quality issues and procedures.
- **Non-conformance Management:** Our processes include identifying, investigating, assessing, reviewing, and satisfactorily resolving all non-conformances.
- **Performance Measurement and Improvement:** Zenergy establishes and regularly reviews performance measures, implementing appropriate responses to improve performance where necessary.
- **Evaluation of Consultants, Subcontractors, and Suppliers:** We continuously monitor and assess the quality performance of consultants, subcontractors, and suppliers, and ensure effective communication with all parties regarding quality and non-conformance matters.

Implementation and Communication


This Quality Policy is communicated throughout the organisation to ensure everyone is aware of its requirements. Both management and team members actively promote the implementation and maintenance of the policy.

Accessibility and Review

The Zenergy Quality Policy is made available to interested parties and to the public. The policy is periodically reviewed to ensure it remains relevant, appropriate, and continues to meet the needs of the organisation.

Responsibility

All Zenergy team members are responsible for adhering to the Quality Policy, thereby ensuring that the quality needs and expectations of our clients are consistently met.


Dean Woods, Director Zenergy Safety, Health and Wellbeing

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