

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

State-wide Earthworks Pty Ltd strives to be the best provider of inspection services in the industry. Through the use of these guiding principles, everyone at State-wide Earthworks Pty Ltd is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services.

Our goal is 100% customer satisfaction 100% of the time.

1.0 Introduction

- 1.1 This Quality Policy **covers** State-Wide Earthworks Pty Ltd
- 1.2 The management of quality activities in relation to ISO 9001:2015 is under the umbrella of the State-Wide Earthworks Pty Ltd Employment **Quality Management System**.
- 1.2 Driven by its **corporate values**, State-Wide Earthworks Pty Ltd is committed to an **integrated** Quality Management System (QMS) to ensure that it will consistently provide high quality services that meet all stakeholder and applicable regulatory requirements.

State-Wide Earthworks Pty Ltd QMS is built on a commitment to ISO9001:2015 certification and will ensure the formally planned application of standards and continual improvements to all aspects of the business that affect internal and external service quality at all our locations.

State-Wide Earthworks Pty Ltd QMS captures all common policies, processes, procedures and other important documents and records and ensures that they are in place under a single auditable and functional management system in support of the effective business management of State-Wide Earthworks Pty Ltd.

State-Wide Earthworks Pty Ltd will ensure that compliance with quality standards consistently adds value to the organisation and assists State-Wide Earthworks Pty Ltd to achieve its mission, goals and strategic objectives through effective business management processes.

The policy at State-Wide Earthworks Pty Ltd is to provide the leadership, resources, and systems that will proactively manage non-conformance and enhance stakeholder satisfaction.

Reviews will ensure that State-Wide Earthworks Pty Ltd has mechanisms in place to measure and monitor delivery performance and hence stakeholder satisfaction.

2.0 State-Wide Earthworks Pty Ltd Quality Objectives

2.1 Stakeholder Focus

Endeavour to understand and satisfy stakeholder requirements and expectations.

2.2 Leadership

- i. Establish quality objectives at each relevant function and level within State-Wide Earthworks Pty Ltd, forming part of the strategic and business plans, and manage them in a manner that will have a measurable improvement on the organisation's performance
- ii. Create a work environment where employees are and feel valued and where their contribution to the team allows them to become fully involved in achieving State-Wide Earthworks Pty Ltd 's objectives
- iii. Develop and empower all employees and provide them with personal and professional opportunities for advancement to make measurable impacts on State-Wide Earthworks Pty Ltd 's performance

2.3 Factual approach to decision making

State-Wide Earthworks Pty Ltd will apply a factual approach to informed decision making by ensuring decisions are based on the analysis of current, accurate and relevant data and information.

2.4 Involvement of People

Involve employees and external stakeholders as appropriate in identifying areas for improvement, submitting ideas, contributing to the development of business strategies and action plans to enable collaboration and benefit from their respective talents and expertise.

2.5 Process Approach

By acknowledging that the business is comprised of a group of interrelated processes, we identify, understand and manage business processes in a systematic manner that will improve the results and allow the business to achieve its objectives.

2.6 Continual Improvement

Continual improvement of the organisation's overall performance is a key objective of State-Wide Earthworks Pty Ltd . Through the application of our [Continual Improvement Program \(CIP\)](#), audits ([Internal Audit and Review Program Policy](#)), and stakeholder surveys we continually strive to identify and address areas where improvement may be required.

3.0 ISO 9001:2015 Standards

State-Wide Earthworks Pty Ltd Quality Management System complies with relevant clauses that are mandatory within the ISO 9001:2015 certification system. Quality documents contain links to appropriate documented policies and procedures and other relevant organisational information.

State-Wide Earthworks Pty Ltd has identified clauses 7.3 Design and/or Development, 7.5.5 Preservation of product, and 7.6 Control of measuring and monitoring devices as areas for exclusion. The primary justification for these exclusions relies on the fact State-Wide Earthworks Pty Ltd is a services delivery organisation with no product output.

Policy authorised by:



Mathew Burns
Managing Director