



Quality Policy Statement

Total Fitout is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard.

Our overall objective is to consistently provide customer value and satisfaction in product and service through world-class leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers' requirements and other applicable requirements.

The Senior Management Team and staff of Total Fitout commit to this:

- By ensuring the quality policy is appropriate to the purpose and context of the organisation and supports its strategic direction.
- By ensuring that the company fully meets the requirements of its customers and by endeavouring to enhance the overall service to customers to ensure that they are fully satisfied with our products and services.
- By ensuring that the requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- By ensuring through good planning and review that the best material, and equipment is made available for the manufacture of products.
- By working closely with its customers to develop and maintain first class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management's participation in the monitoring and measurement of the performance of the QMS is focused on acting on opportunities for continual improvement.

By planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management.

Signed: _____
Shea Woods

Dated: 10 July 2019

Managing Director
Total Fitout