



Quality Policy

Rob Carr Pty Ltd is committed to providing our clients with reliable performance, quality workmanship and value for money. Our commitment extends across all activities undertaken by the company as we seek to continually improve our performance in relation to:

- Determining the needs of our clients, by constantly working with them, to meet or exceed those needs with the aim of enhancing our client satisfaction
- Establishing defined, consistent, efficient and reliable processes
- Ensuring adequate planning is conducted at all stages of the project life cycle
- Continuous improvement of the quality system using open communication and active participation
- Delivering on our commitments
- Striving for zero quality related non-conformances on project works

In order to achieve our commitments, we will:

- Provide all necessary resources for the effective management and monitoring of all company activities
- Align objectives and targets to manage and eliminate quality issues across the company
- Implement and maintain a documented quality management system that meets the requirements of AS/NZS ISO 9001 as well as being third party certified
- Report on quality performance, lessons learnt, initiatives and achievements
- Investigate and adopt technology enabling proficiencies
- Undertake or participate in internal, external or client-based audits or reviews of our quality system
- Improve the skills and knowledge of our employees to enable delivery of contract complying products, the first time
- Encourage a high standard of quality awareness amongst all our employees, vendors, clients and other stakeholders
- Communicate this policy and ensure that all employees, vendors, clients and other stakeholders have access
- Review this policy on an annual basis to determine its effectiveness

Damien Maitre
Managing Director
Rob Carr Pty Ltd