

QUALITY MANAGEMENT POLICY

1 PURPOSE AND SCOPE

The Quality Management Policy describes Northern Transportables strategic approach to quality management and continual improvement, which is guided by its Mission and Vision with a strong commitment to quality and excellence.

Northern Transportables has developed its Quality Management Policy to ensure:

- The alignment of people and resources is guided by Northern Transportables Mission and Vision;
- The alignment of Northern Transportables planning, quality and risk management systems, and their integration into all areas of operations;
- There is a clear focus on Northern Transportables key stakeholders, exchange of 'best practice' and critical self-evaluation;
- There is continual improvement and innovation.

The Quality Management Policy supports the development of a quality culture in which all employees assume responsibility for quality and engage at all levels and areas of the company.

The Quality Management Policy has been aligned with AS/NZS ISO 9001:2015.

2 REFERENCES

Quality Management Plan
Quality Management Statement
Quality Management Procedures

3 RESPONSIBILITIES

Senior Management Team is responsible for implementing this policy.

Managers and supervisors are responsible, within their scope of authority, for ensuring that effective action is taken to ensure all employees, contractors and visitors understand and adhere to the policy.

Employees are responsible for complying with this policy.

4 METHOD

Quality Management Cycle

The Quality Management Cycle consists of Plan-Do-Check-Act and further strengthens the company's focus on continual improvement and innovation. It is a cyclical system for ongoing review and outlines the organisational characteristics that are essential to achieve quality and sustainability.

Plan

This includes all planning with the company and ranges from strategic planning through to business and individual performance plans. Goals and targets are developed that clearly align with the company's mission and vision.

Considerations may include:

- Analysis of the internal and external environment in order to understand the broader sector and market developments;
- Creating a risk-aware culture, where risk and risk management are seen as positive attributes of decision-making and result in the identification of both opportunities and risks.

Do

Northern Transportables infrastructure, resources, systems, and processes are developed, deployed, and coordinated in order to support the achievement of the company's goals and targets.

Considerations may include:

- The appropriate distribution, allocation and utilisation of the company's scarce resources and infrastructure;
- The proactive management of systems and processes to ensure they are effective and efficient;
- A strong culture and commitment to service excellence to ensure consistency and quality of service standards and efforts; and
- Implementation of treatments to mitigate the impact of identified risks post analysis.

Check

Northern Transportables monitors its performance and progress at all levels in order to determine whether the established goals and targets have been met.

Considerations may include:

- Ongoing analysis and reporting of data and information to measure and evaluate the performance and progress against established goals and targets;
- Undertaking benchmarking in order to identify and analyse best practice, both internally and externally, in order to improve performance;
- Regular audit and compliance activities, undertaken by both internal and external stakeholders and agencies, to monitor and review performance as well as its compliance with relevant standards and legislation; and
- The evaluation of risks and the effectiveness of existing treatments in mitigating the impact of both strategic and operational risks.

Act

Through thorough process reviews, opportunities are identified which drives our commitment to excellence through continual improvement and innovation.

Considerations may include:

- Ongoing improvement and innovation, which are necessary for sustainability and can be applied at all levels of the company, through changes in technology, services, activities, and processes;
- Using the outcomes of the review stage, such as analysis and reporting of data, to ensure decision making is evidence based; and
- Effective risk minimisation through existing and future treatments to ensure the impacts are reduced as far as practicable.

5 KEY PERFORMANCE INDICATORS (KPI), RECORDS, AUDIT AND REVIEW

- Annual Internal Audit of Compliance against AS/NZS ISO standards;
- Non-Conformance Reports Issued;
- Customer or Client Complaints and Appraisals; and
- IMS Review Meetings.

6 DOCUMENT CONTROL

Version	Document Name	Authorised By	Revision Date	Next Revision
Version 1.3	Quality Management Policy	Name: Simon Donnelly Position: Managing Director	September 2021	September 2022