

Steadfast Roofing Pty Ltd QUALITY POLICY

Steadfast Roofing are committed to undertaking all works to a standard that not only meets but exceeds our client's expectations and provides a quality cost effective service having regard to safety, reliability, and durability.

We aim to deliver services in proactive, professional manner with experienced and qualified personnel.

We are dedicated to achieving consistent, outstanding product and service performance, which conforms to our customer's requirements at a competitive overall cost,

We will achieve this by:

- Working collaboratively with our clients and contractors.
- Ensuring individual competencies and employee commitment drives our efficiency.
- Provide systems that satisfy statutory, regulatory and industries requirements.
- Identifying any likely risks to Customer's expectations and ensure that we identify and confirm customer requirements prior to agreeing to provide the solution.
- Reviewing our service delivery for effectiveness and improvement opportunities to continuously improve our management system.
- Enhancing performance through continuous improvement; and
- Setting objectives and performance measures to ensure targets are achieved.

In order to meet our objectives, Steadfast Roofing are committed to:

- Promoting a process approach and risk-based thinking.
- Ensuring the management systems are inherent in business operations, aligned with our achievement of policies, goals, objectives and intended results; and
- Promoting improvement, providing adequate resources, and supporting personnel in the effective implementation of the management systems.
- Reviewing and comply with contractual obligations.
- Conducting business in a proactive and professional manner.
- Providing personnel with relevant training and professional development.
- Encourage feedback from our clients and employees.
- Taking appropriate action where performance does not meet expectations.
- Communicating management system changes to all personnel in a timely manner.
- Continually improving the quality and effectiveness of our management systems.

Steadfast Roofing ensures that employees are aware and understand our Quality Policy and continually develop strategies to improve quality on our projects in order to assure that we meet our objectives.

We will continue to conduct annual reviews of this Policy to maintain currency and relevance to applicable legislation, regulations, and other statutory requirements.



Michael Lonergan

Director

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