DUGGANS
PRECAST-QUARRY-EARTHWORKS
PREMIXED CONCRETE
Est. 1927

QUALITY POLICY

POLICY STATEMENT

It is the policy of Duggans Pty Ltd to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continual improvement of our operations and the products and services provided by our company.

The scope of this policy includes the provision of quarry materials, concrete batching, and production of precast concrete elements, civil construction contracting and the provision of vehicle and plant maintenance.

AIMS AND OBJECTIVES

To achieve our goals, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives to achieve the goals are to:

- Identify and meet the needs and expectations of our customers.
- Maintain third party certification for our QA Management System to ISO 9001.
- Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities.
- Provide quality products and services on time through productivity improvement initiatives and third-party certification.
- Strive to provide quality: tools, equipment, plant, assets, culture and best practices to our workforce.
- Provide an employment environment where continuous improvement is encouraged.

RESPONSIBILITIES

We, as a company will:

- Train all staff and contractors to identify areas where improvement can be achieved.
- Remove wasted and non-value added steps and time in our processes where feasible.
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things.
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed.
- Actively participate in the adherence of this company to the achievement of the aims and objectives of this policy.

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(Signature)

AUTHORISED BY

Stephen Duggan   8/11/2021.
MANAGING DIRECTOR   **(Date)**

ISO 9001
SGS