



## Quality Policy

Adelaide Structural Engineers is committed to delivering high quality services in an efficient manner. The quality of our work is supported by our Quality Management System (QMS) that is compliant to the International Standard ISO 9001:2015. Implementing an internationally recognised best practice approach to quality ensures a focus on achieving results and continuously improving our customer service.

The QMS objectives provide a clear direction to achieve our vision and strategic outcomes as follows:

- Measure and analyse quality review findings to enhance customer outcomes.
- Deliver services that meet the quality expectations defined by our customers.
- Evaluate and continuously improve our services to enhance customer satisfaction.
- Support enabling activities that enhance customer satisfaction.

Adelaide Structural Engineers monitor and measure activities across our services. Our review process is integral to meeting customer needs and expectations and supporting continual improvement. Our QMS and quality review activities have an integrated risk management approach which ensures both internal and external factors are recognised and managed.

Adelaide Structural Engineers evaluates the effectiveness of the QMS through monitoring and measurement processes and implements the necessary support activities to achieve the policy objectives.

Adelaide Structural Engineers will ensure that this policy be promoted to all workers, subcontractors and suppliers of goods and services.

All workers, subcontractors and other authorised personnel on company premises or while undertaking work activities under the control of Adelaide Structural Engineers, will be required to co-operate with carrying out this policy by ensuring their work is done with minimum risk to themselves and others.

**Approved by:**

Raj Ingole

Director

A handwritten signature in blue ink, appearing to read 'Raj Ingole', is written over a horizontal line.

**Date:** 04/10/2023