
Document 3 (QMS) – Quality Policy

1. Policy Purpose and Company Commitment

EC Sustainable recognises its responsibility to ensure that quality objectives are implemented in accordance with ISO AS/NZS 9001: 2008 - Quality Management Systems. This includes:

- meeting customer requirements;
- meeting and exceeding customer standards on deliverables and product outputs;
- documenting and following work processes and procedures;
- documentation and compliance with of the roles and responsibilities at all levels within the organisation;
- ensuring recording keeping and filing;
- measurement, analysis and continual improvement of quality objectives;
- ensuring management commitment and resources to achieve the quality objectives.

This document has been developed to provide all staff with access to the policies and procedures on the quality management system. It is not intended to be a complete guide to quality issues, but to be an initial point of reference.

2. Policy Objectives

The top management at EC Sustainable has defined the following goals for the company's quality policy based on the requirements of ISO AS/NZS 9001: 2008 (Section 5.3):

- Promote and communicate the need for service, product and organisational quality performance awareness and sensitivity among all staff and sub-contractors (verbally and through a quality manual and other documentation/ records appropriately controlled);
- Strive for industry best practice customer focus and continually improving service, product and organisational quality performance through the development of tiered objectives and targets;

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- Be aware of, implement, monitor and review compliance with customer expectations, statutory and regulatory obligations and best practice organisational standards in relation to service, product and organisational quality performance;
- Generate the highest possible standard of data and reporting using staff training, IT solutions and procedures; and
- Create an organisational structure that provides the framework for communication and establishing and reviewing quality objectives.

3. Commitment of Staff and Sub-contractors

All staff are required to sign a form to commit to meeting the EC Sustainable policy on commencing employment with EC Sustainable. Sub-contractors are also required to meet all EC Sustainable quality requirements in all work completed for EC Sustainable.

4. Consultation Process, Review and Continual Improvement

EC Sustainable has a total commitment to encouraging consultation and co-operation between management and employees on quality issues. It will formally involve elected quality representatives. Top management is committed to the continual improvement of performance. The policy will be reviewed annually from the date of creation of this document.

7. Policy Authorisation



Eric Love



Chris Rochfort



Kevin Morgan