

Quality Policy

Intent

The Assetlink Group (“Assetlink”) incorporating Assetlink Services Pty Limited, AssetFuture Pty Limited and AssetProjects Pty Ltd, Quality Policy describes the way in which Assetlink regards communication and feedback with customers as critical to the effectiveness of the quality system. Above all else, Assetlink is committed to continually improving our production of the highest quality service.

Principles

Assetlink strives to maintain a consistently high level of service which conforms to contract, mandatory, health and environmental requirements.

RACI

Responsible	The responsibility for this policy sits with of the GM Northern Region, GM Southern Region, GM AssetFuture and GM AssetProjects .
Accountable	The final authority for this policy lies with the Managing Director.
Consulted	When making changes to this policy a consultation should be carried out with the executive and senior management teams.
Informed	All changes to this policy should be communicated to all team members and relevant contractors.

Operation and Incidence

Assetlink shall allocate adequate resources and facilities to ensure quality of product and service compliance with agreed specifications and also the comfort and safety of team members.

Assetlink team members are aware of the need for good customer relationships and the need to achieve customer satisfaction. Assetlink also strives for a high level of satisfaction among all team members so that our workplaces foster engagement as well as productivity.

To ensure Assetlink’s quality objectives are achieved and maintained Assetlink has adopted the following strategy:

- Implementation of a Quality Management System based on ISO 9001.
- Monitoring of customer feedback to obtain a measure of the effectiveness of the quality policy.
- An ongoing evaluation of systems will be performed and the quality policy refined to achieve a consistent provision of quality service that satisfies the customers changing requirements
- Periodic review of contracts to ensure profitability.
- Compliance to legal and regulatory requirements.

End of Policy