

QUALITY POLICY

Crisp Bros & Haywards Pty Ltd will meet and where possible exceed our customers' expectations. All employees and contractors are committed to:

- Meeting international quality standards under AS/NZS ISO 9001 as required by client specifications.
- Meeting customer expectations for quality including but not limited to value for money, on-time delivery, reliability of workmanship in all areas, support service, durability and fitness for use;
- Ensuring that the product meets customer's needs and applications;
- Continuous improvement of products and services in production, delivery and appropriateness to customer needs. Improving all other aspects of the efficiency and capability of the business;
- Measuring performance and using these measurements as a basis for further improvement;
- Being a responsible employer, to our employees, customers and the community;
- Solving project-related problems and providing service at all stages of the project; i.e. getting close to the customer.
- Providing reliable information on delivery and other order details.

This QUALITY POLICY relies on the co-operation and participation of all and is underpinned by a commitment at all levels to an active, consultative approach to producing quality products.



STEVE EDMUNDS
MANAGING DIRECTOR