

QUALITY POLICY

J.K. Williams Group is committed to meeting customer needs, and maintaining and enhancing our position as both a recognised and respected name in the civil construction industry. Our Integrated Management System, comprising of quality, environmental and health & safety policies, objectives and procedures, is designed to continually improve our quality service, and demonstrate business excellence.

To consistently deliver a quality service that guarantees customer satisfaction, we will:

- Complete projects on time, on budget, and in accordance with clients requirements;
- Establish and pursue quality objectives and targets designed to improve customer service and satisfaction through reducing defects and rework and improving performance and reducing costs.
- Comply with all relevant legislation and regulations, and other requirements that are placed on us, or to which we subscribe
- Maintain a competent and committed workforce that are fully understanding of our Integrated Management System policies, objectives and procedures;
- Communicate with employees, subcontractors and suppliers regarding customer requirements and processes and resources required for successful project outcomes;
- Monitor, measure and analyse to determine conformity with set processes, and undertake regular management review to establish improvement initiatives;
- Engage with stakeholders to establish mutually beneficial relationships;
- Maintain a certified Quality Management System in accordance with the requirements of AS/NZS ISO 9001:2008.



Leigh Hartog
Managing Director

Dated 29th September 2009

Next Review 29th September 2010