

## Quality Policy Statement

Jet Stream Drain Cleaning Pty Ltd is committed to providing its customers with quality controlled services that meet or exceed customer expectations and to continually improve the effectiveness of quality management through our Integrated Management System.

We have established and will maintain, review and continually improve our program for management of quality: This program requires us to:

- ✓ Understand customer requirements and measure client satisfaction.
- ✓ Provide sufficient and suitable resources to implement and maintain the quality system;
- ✓ Ensure that personnel are competent and have the appropriate resources to undertake assigned tasks and register their commitment to the quality of their own work;
- ✓ Provide adequate information, training and supervision to staff, contractors and any other relevant parties;
- ✓ Plan service and project delivery processes to minimise risk and realise budget and schedule objectives;
- ✓ Provide a framework for establishing and reviewing objectives and targets
- ✓ Monitor, measure and review processes and deliverables to demonstrate compliance with requirements;
- ✓ Take timely action to prevent occurrence or recurrence of nonconformity; and
- ✓ Continually improve all areas of our methods and procedures, for the benefit of all stakeholders.

The above is achieved by way of activities carried out as part of our certification to AS/NZS ISO 9001

All personnel are responsible and accountable for participating in the implementation of our certified quality programme and has a direct responsibility for ensuring the quality of their work.

This policy is communicated to all levels of the organisation and by publication in appropriate places.



John Saundry  
**Managing Director**

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