



Quality Policy

Industrial & Commercial Boiler Services is **constantly striving for excellence**. Our increasingly competitive marketplace requires both an interactive and proactive commitment to meeting client quality requirements through continual improvement and enhanced efficiency.

Attaining our quality goal requires strong and responsive management and a united commitment from all employees. The outcome will be a respected reputation for the quality of our work and a rewarding place to work.

Industrial & Commercial Boiler Services is committed to a quality assurance system based on the requirements of international standard ISO 9001:2008.

Our key Quality objectives fall under the following headings

- **Thorough Planning & Preparation** – We will plan, control and work to an assured level of quality across the company's management, fabrication and construction processes to achieve client satisfaction.
- **Quality Performance** – Each employee and subcontractor will take responsibility for the quality of their own work.
- **Participation & Contribution** – As a consequence of their individual responsibility for quality of work, all employees and subcontractors will be required to participate in, and contribute to, activity plans for quality system maintenance and improvement
- **Issue Identification & Resolution** – Adherence to company procedures will ensure that quality goals are met and should problems arise, they are identified and resolved promptly and in a manner that will prevent recurrence.

- **Management System Improvement** – A philosophy of continuous improvement has been adopted by Industrial & Commercial Boiler Services to ensure our quality system will be a continuously evolving programme and one which is relevant to the company's organisational aims and goals, as well as meeting the needs and expectations of our clients. The procedures used in our system will be continually reviewed and techniques improved whenever and wherever necessary.

All employees are responsible for the implementation of this policy. Management have an additional responsibility to maintain a work environment that fosters achievement of the Quality goals.

Industrial & Commercial Boiler Services is committed to this Quality Policy and will review its content annually to ensure that it remains relevant and suitable.

A blue ink signature of David Osman, General Manager.

David Osman General Manager
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