

Quality Management Policy

Obsidian Plumbing (OP) is committed to delivering the highest standards of work to its clients. Modelling our processes on a continuous improvement cycle, OP effectively deliver superior outcomes whilst meeting customer expectations and requirements.

It is the policy of Obsidian Plumbing that all employees make every reasonable effort **“Do it once, Do it right”**. This mission reduces wastage across rework, defects and non-conformances.

Obsidian Plumbing is committed to improving its Quality performance by aiming to **“Do it once, Do it right”**.

Obsidian Plumbing shall continuously improve its effectiveness by:

- Complying with relevant legislation, including acts, regulations, notices, standards and codes of practice and ensure that any changes to legislation, including acts, regulations, notices, standards and codes of practice that effect OP and its processes will be communicated accordingly.
- Providing suitable resources to ensure that the Quality Management System (QMS) and documentation is maintained and continually improved. Non Conformances shall be effectively identified, rectified, recorded and reviewed and improvements fed back into the QMS. Provision of the latest System document revisions and training in the use of System documentation shall be provided to all effected users.
- Setting company wide Quality objectives and targets that meet the requirements of this Policy. Objectives and targets will be continually monitored and measured and organisational progress towards these targets reported to senior management on a monthly basis. The measurement of objectives and targets will form the basis for continuous improvement initiatives across the Obsidian Plumbing organisation to reduce and eliminate work related non-conformances.
- Ensuring that all workers understand their Quality obligations and responsibilities of this Policy through inductions, training, position descriptions, provision of Quality materials and other methods deemed necessary by management.
- Ensuring this policy is reviewed by senior management or delegate on an annual basis in order to establish and maintain its relevance and appropriateness in meeting the OP Quality objectives and targets and relevance to the organisations work activities.

It is the responsibility and expectation that all OP staff will actively promote and implement the objectives of this policy and work toward **“Do it once, Do it right”**.

This policy will be displayed at all Obsidian Plumbing sites, head office and branches.

Greg Castle

Greg Castle
Managing Director

02/07/2019

Date