

## QUALITY POLICY

Aboriginal United Services is a specialist provider of traffic management and transport & logistics services. Our top management and staff are committed to providing high quality services that meet and exceed our customer's expectations. This is achieved, through a well-documented and implemented quality management system, that ensures the management of each core process within the business.

### **The top management and staff at Aboriginal United Services are committed and will strive to:**

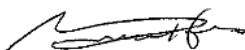
- Provide an exceptionally high-quality level of services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

### **As part of our systems and processes we will:**

- Train, educate and communicate with employees, contractors, and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory, and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations, and processes
- Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by:

Michael Hales – Director



22 December 2020

Approved by:

Steven Dhu – Director



22 December 2020