

**Aboriginal United Services (AUS) is a specialist provider of Employment Services, Traffic Management, and Transport & Logistics Services. Our management and workers are committed to providing high quality services. This is achieved through a well-documented and implemented quality management system that ensures the management of each core process within the business.**

## Quality Objectives

The management and workers at AUS 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; and
- 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:

- Instruct, coach and share with workers, contractors, and other relevant interested parties regarding this policy and quality expectations where necessary;
- Ensure that this policy is retained as documented information, and available to interested parties;
- 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;
- 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 managed within the business as part of our Continual Improvement Process;
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015; and
- Review this policy every two years.

**Approved By:**

**Michael Hales – Director**



**21/06/2024**

**Approved By:**

**Lorraine Injie – Director**



**21/06/2024**

**Approved By:**

**Gloria Lockyer – Director**



**21/06/2024**