

POLICY NAME:	QUALITY	POLICY NO.	PR-001-PY.01	
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PURPOSE

The purpose of this policy is to clarify Neumann Steel’s decisions & position relating to the quality of all production activities and inputs.

POLICY STATEMENT

It is Company Policy to achieve customer satisfaction by providing product, which satisfies the needs of our customers (Fitness for Purpose), and a service of which we can be proud.
Specifically it is our policy to:

Promote customer satisfaction as being the responsibility of each and every employee.

Establish and maintain a high degree of quality awareness in the organisation and encourage individual ownership of product and service quality.

To be pro-active in understanding the current and future needs of our customers.

The Quality System at Neumann Steel shall be based on AS/NZS/ISO 9001 and designed to ensure that all customer and regulatory requirements are met and maintained.

Ensure that the Quality Management System and Audit functions are supportive of the organisation objectives in the continuous improvement of the system.

It is the responsibility of each Employee to implement this policy in the area of business activity for which he/she is accountable.

SCOPE

It is the responsibility of each employee to implement this policy in the area of business activity for which he/she is accountable. Scope

DEFINITIONS/TERMS



Term	Description

Dictionary of terms used in this policy & their meanings.

LEGISLATION, STANDARDS AND GOVERNING BODIES

Details	Impact

RESPONSIBILITIES

Policy Owner & Maintainer	Policy Authorisation	Date for Review
Rob Lancaster Compliance Mgr 	Mike Walsh General Mgr 	9/05/16

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RECORDS

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MODIFICATION HISTORY

Date	Version	Modification	Author	Approval
March 2005		First final document.	Phil Unicomb.	
October 2005		Revised into IMS structure	Phil Unicomb	
January 24 2009		Reviewed	Phil Unicomb	
13/05/09	4.0	Reformatted	A Mitchell	P Unicomb
2/12/10	4.1	Reviewed	A Mitchell	P Unicomb
01/04/2014	4.2	Reviewed	A Mitchell	R Lancaster