



## Quality Assurance Policy

It is the established Policy of Goodline to control the products and services delivered to Clients through an effective and efficient Quality Assurance Management System that is process driven and Customer focused to ensure the need and expectations of clients are identified, understood and agreed. Goodline are continually reviewing the following Quality Assurance objectives:

- To deliver products and services safely, to specification and on time.
- To adhere to "Best Practice" Guidelines throughout our operations.
- To produce products which adhere to any relevant Australian or International Standards.
- To minimise error, reduce waste and avoid rework.
- To deliver Customers requirements first time, every time.
- To maintain an effective continuous improvement process.

We establish an effective project organisation for each commission defining levels of responsibility and lines of communication incorporating clients Quality Assurance standards and procedures as appropriate. We also provide documented assurance to clients to demonstrate that the specified requirements for each project will be, are being and have been achieved. Goodline achieves its Quality Assurance objectives by having an established documented, maintained and implemented Quality Assurance Management System developed in accordance with the requirements of AS/NZS ISO 9001:2008.

Goodline recognise that our staff are vital to the success of our Company. Management will ensure that this Policy is kept under continual review for suitability and that it is communicated to and understood by all staff and all other interested parties. The following Quality Assurance principles will be applied to any work, including work under Contract:

- Ensure that purchased items conform to specifications before incorporating them in the work.
- Plan and control work processes.
- Plan and carry out inspection and testing to verify that the work processes are effective and (where applicable) the work complies with the Contract.
- Careful selection of sub contractors to ensure they also adhere to Goodline's Quality/Safety (OH&S) and Environmental (Integrated) Management System.
- Acknowledge and rectify any non-conforming work and improve work processes to prevent recurrence of non-conformities.
- Improve to minimise errors, waste and product non-conformities.
- Keep orderly records.

**John Kennedy**  
Managing Director

Date 22 November 2010

