

# QUALITY POLICY STATEMENT

## DAWBORN STEELS TRADING and CONTRACT SLITTERS (VIC)

DAWBORN STEELS TRADING and CONTRACT SLITTERS (VIC) are recognised quality providers of Steel and other Metal and Non-Ferrous Products as well as the processing of these products by Slitting, Shearing and Guillotining to many varied industries within Australia and some abroad. We are a reputable supplier and are known for our cheerful professional response and ease of doing business with a “no job is too small” approach.

In support of our vision, our policy is to maintain a practical but comprehensive Quality Management System based on ISO 9001. This is central to the delivery of our commitment to customer satisfaction and continual improvement.

Relevant, attainable and current Objectives for our Q.M.S. will be communicated to staff and progress against them measured and reported.

### **Our policy embraces the following key principles:**

- The satisfaction of customers, both external and internal, shall be the primary focus of the quality management system.
- Systems and controls shall be designed to ensure complete understanding of our customer’s requirements and consistently accurate and effective product provision.
- Suppliers are integral to the quality process and company staff shall work closely with them to meet our customer’s needs.
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and consultation.
- All staff shall have individual responsibility for understanding and applying our Quality Policy in the performance of their tasks.
- Company management is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example.

The Directors recognise that the achievement and maintenance of these objectives / will require the full support of all members of our company and is part of our Quality philosophy to provide:

- **QUALITY AND CUSTOMER SERVICE**
- **CONTINUAL IMPROVEMENT**

It is the foundation for our company's future success and development of its people that all departments are committed to a programme of continual quality improvement to ensure our company's credibility as a quality conscious supplier.

Signed: 

**Dawborn Steels Trading  
(Managing Director)**

**Date: 15<sup>th</sup> March 2019**

Signed: 

**Contract Slitters (Vic)  
(General Manager)**

**Date: 15<sup>th</sup> March 2019**