



## QUALITY ASSURANCE POLICY

**As Chief Executive** of O'Donnell Griffin, it is my responsibility to adopt, lead and fully support a formal and continuing program of review, evaluation and improvement of our operations, at all levels, and across all businesses, to provide our customers with the highest quality products and services that meet or exceed their needs, requirements and expectations.

I believe in the importance attached to Quality Assurance Systems and Control, and the need to establish clear goals and strategies to implement and monitor preventative programs, practices, and responsibilities. It is my policy to comply with all requirements of ISO 9001:2000 Quality Systems, relevant Australian Standards, Engineering Codes and approved codes of practice. Through a process of continual improvement, I ask all employees to strive to achieve zero tolerance toward errors, non conformance and non-acceptable standards of work.

### **My Management Team will:**

- Accept their responsibilities stated within Company policies and procedures;
- Make every reasonable effort to provide correct information to employees on time every time to allow successful completion of works and services;
- Develop quality awareness throughout the company;
- Ensure all supervisory staff are aware of and accept their responsibilities to implement and integrate company policies and procedures in the workplace; and
- Establish and review measurable objectives.

### **In return I seek the cooperation of all employee's through consultation and involvement to:**

- Follow Company Policies and Procedures and applicable standards at all times;
- Maintain and respect all materials and equipment provided;
- Use and maintain tools and inspection and test equipment in a proper manner; and
- Co-operate with, support and promote Quality Assurance and Control in the workplace.

To achieve this policy I expect the full cooperation of every member of the organisation.

**This signed statement confirms our personal commitment to this Policy.**

A handwritten signature in black ink, appearing to read 'David Rafter'.

**David Rafter**  
Chief Executive, Norfolk Electrical & Communications and Norfolk International.  
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