

## POLICY FOR

# QUALITY MANAGEMENT

### Our Commitment

Daracon is committed to meeting customer satisfaction expectations through the delivery of quality products & materials, cost-effective services and engineering solutions across multiple industry sectors. We pride ourselves on our ability to provide flexible services and options aimed at achieving enduring relationships with our Clients.

### Initiatives

Strategies for achieving our quality objectives include:

- Effectively implementing the Daracon Management System (DMS) framework and associated documentation aimed at satisfying AS/NZS ISO 9001:2016, AS/NZS ISO 14001:2015, AS4801:2001, ISO 45001:2018, Office of the Federal Safety Commissioner (OFSC), applicable legislation, client and other requirements;
- Providing a leadership team that is committed to making decisions based on evidence, maintaining a strong customer focus based on performance and relationship management, implementing management system processes and continual improvement;
- Embracing partnering relationships with our Clients, developing common goals and solutions to meet the objectives of all parties involved whilst satisfying applicable requirements;
- Monitoring, reviewing and continually improving our operations through internal audits, management review and management interaction / inspections;
- Developing the skills and competencies of our workforce to improve company performance and delivery capability;
- Ensuring we support and utilise our resources, company information and organisational knowledge efficiently and effectively;
- Provide guidance to our Subcontractors and Service Providers in relation to improving the skills and competencies of their workforces to improve overall Daracon company performance and delivery capability;
- Preparation of documentation that will enable the customer to have input into the quality of the finished product and allow for assessment of client satisfaction both during and after delivery;
- Reviewing and adjusting this Policy to ensure it remains relevant to our operations and
- Setting measurable, timely, realistic targets & objectives and reporting on progress towards their achievement.

### Outcomes

Daracon aims to deliver its objectives through the provision of skilled resources, role specific training and professional and/or educational development. Continual improvements to our management system processes to better align with internal, legal, client needs and expectations will assist in achieving the stated objectives.



**David Mingay**  
Executive Director  
June 2020



**Jon Mingay**  
Managing Director  
June 2020