



# RAMSAY ENGINEERING

ABN: 80 670 382 493  
SWITCHROOMS, MEDIUM VOLTAGE,  
LOW VOLTAGE, POWER DISTRIBUTION, MCC's & CONTROL

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## QUALITY POLICY

### POLICY STATEMENT

It is the policy of Ramsay Engineering to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

Major importance is attached to the Company's competitiveness based on our consistent quality of product that has traditionally led to repeat business resulting from customer satisfaction.

### AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs and expectations of our customers
- develop and maintain processes and procedures that ensure that these changes are accommodated
- achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- provide quality products and services on time, and at the lowest cost, and
- provide an employment environment where continuous improvement is encouraged.

### RESPONSIBILITIES

We, as a company will:

- train all staff and contractors to identify areas where improvement can be achieved
- remove wasted and non-value added steps and time in our processes where feasible
- strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

The Ramsay Engineering Business Management System is designed to satisfy the requirements of **ISO 9001:2015** and has the full support of management and all personnel of Ramsay Engineering and its successful implementation and maintenance is a commitment by them. Proper adherence to all quality related activities and active participation in all quality related activities are a requirement of all personnel in the company.



ISO 9001  
QUALITY

