

## **POLICY STATEMENT**

It is a PCA corporate goal to operate our business in a manner that consistently meets or exceeds the high quality standards expected by our stakeholders and customers. To achieve this PCA has implemented an internal management system that is ISO 9001:2008 compliant. Specifically the Quality Management component of the system is an indication of PCA's formal commitment to continually improving our operations, products and services.

## **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, with a competitive offer, and
- provide an employment environment where continuous improvement is encouraged.

## **RESPONSIBILITIES**

We, as a company will:

- adhere to all legislative standards and code of practice requirements
- train all staff and contractors to identify areas where improvement can be achieved
- continually communicate to and ensure an understanding from our staff of the Company's Quality Management System
- review the system regularly to ensure its continued suitability and fitness of purpose
- 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 quality policy to ensure goals and objectives of this policy are achieved.

## **IMPLEMENTATION AND REVIEW**

This policy and environment related objectives and targets will be reviewed annually at the management review meeting.

**AUTHORISED BY**

Signed: \_\_\_\_\_

Position: General Manager

Date: 24/10/17