



**aurablue**  
electric

## **QUALITY MANAGEMENT POLICY**

Aurablue Electric Pty Ltd is dedicated to the delivery and installation of product and services to our customer as agreed by contract: at a quality that meets or exceeds our customer's expectation, to budget, in an efficient and timely manner, and fit for purpose.

In implementing our quality management systems we aim to enhance customer satisfaction by:

- Identifying the processes needed for the quality management system and their application throughout the organisation,
- Determining the sequence and interaction of these processes,
- Determining criteria and methods needed to ensure that both the operation and control of these processes are effective,
- Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes,
- Monitoring, measure and analyse these processes, and
- Implementing actions necessary to achieve planned results and continual improvement of these processes and outcomes.

The Company is committed to ensuring that our management and employees are appropriately trained and committed to delivering a quality service to our customers.

We are committed to the following

- Adhering to legislative requirements, Standards, codes of practice and our own policies and procedures.
- Meeting our customers' expectations for accuracy, transparency, completeness and timeliness in accordance with agreed standards and reasonableness.
- Achieving continual improvement in our operations and performance.

Michael Ward  
Director | Founder | Owner

Louise Ward  
Development | Manager | Owner