

Quality Policy

Stephen Edwards Constructions is committed to the consistent delivery of works and services in line with the agreed expectations of our current and future clients.

Stephen Edwards Constructions is committed to achieving continual improvement through compliance in accordance with AS/NZS ISO 9001:2016 – Quality Management Systems and the applicable legislative requirements along with various client specific quality management criteria.

To achieve our policy we will:

- Provide guidelines to enable effective product realisation
- Adequate resource allocation to effectively deliver client and project requirements
- Provide company tendering guidelines to ensure ethical contract management
- Provide resources, including education, to achieve product requirements
- Provide resources to effectively manage data and document control
- Continually monitor product installation to ensure quality
- Monitor client feedback to measure customer satisfaction

The effectiveness of this system is largely dependent on the support of all involved, both within the Company and outside the Company, including subcontractors, consultants, suppliers and customers.

All employees will actively participate in company or project operations to achieve quality product in line with our reputation and clients' expectations.

When necessary, consultants, subcontractors and suppliers will be required to implement appropriate quality management processes.

The goal of this policy and of our management system is to achieve 'nil defects' and create a culture of repeat businesses within our client base.



Mathew Edwards
Director

