Quality Policy

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

The goal of this policy and of our management system is to support our customer focus and achieve a distinguished reputation in our industry that leads to repeat business within our client base.

To achieve our policy we will:

- Maintain current knowledge of the relevant building codes, standards, and compliance requirements for the delivery of high quality projects that benefit our clients and the end users.
- Research and understand the requirements of project stakeholders through our operations, keeping them appropriately informed through honest communications for effective management of expectations.
- Implement these requirements and those of AS/NZS ISO 9001:2016 into our designs, systems, practices, and procedures to ensure that our outputs meet or exceed expectations.
- Provide all necessary resources for the implementation of this policy and our Quality Management System, including qualified personnel, and reliable plant and equipment.
- Take a proactive approach to the planning, coordination, and verification of products, skills, and processes that are required to maximise the performance of our deliverables, and minimise the chance of rework or defect rectification.
- Provide instruction, plans, procedures, and training to enable effective product realisation that meets the needs of our regulatory environment, customers, and stakeholders.
- Ensure that we have suitably trained, competent, and licenced personnel performing our works, undertake upskilling where required, and provide appropriate levels of management and supervision.
- Consult with subject matter experts for bespoke advice which ensures our projects are fully certified and compliant, including verification and certification by suitably registered and licenced approval authorities.
- Regularly monitor the quality of our outputs and the effectiveness of our management systems against our objectives and targets through ongoing inspections, reviews, audits, and obtaining feedback to measure customer satisfaction.
- Promote this policy throughout the business and make available to relevant interested parties.

This policy has been endorsed and issued with the support and commitment of Stephen Edwards Senior Management Team. The management team are committed to maintaining an active role in the implementation and continual improvement of our Quality Management System to ensure we continue to achieve our goals and targets.

Mathew Edwards
Director

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