



RBD
Electrical

RBD CONTRACTING SERVICES TRADING AS RBD ELECTRICAL

3 Bay Drive , Spreyton, Tas 7310.
☎ 03 6427 2678
Fax: 03 6427 2676
Mobile: 0418 178 778 or 0409 951 899

ABN 41 068 031 407
PO Box 103, Quoiba, Tas 7310
enquiries@rbdcontracting.com.au
Elect. Contractor Lic. No. 937060 (C0830)

Quality Policy

(ABN 41 068 031 407)

RBD Electrical's quality policy is based on principles and values engendered in our business practices and our commitment to producing high quality workmanship that fully meets our customers' requirements and expectations at all times.

The quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right the first time.

We therefore undertake to:

- Provide high quality electrical and/or instrumentation installations that meet or exceed our customers' needs and expectations as expressed in the contract documents or by agreement;
- Prevent rework and delays to projects through early identification and correction of problems;
- Monitor performance, identify and implement required corrective actions to ensure continued delivery of high quality services;
- Establish measurable objectives and targets needed to ensure that the requirements of this policy and continual improvement are maintained;
- Ensure that all regulatory requirements, including the requirements of applicable standards, are met;
- Provide specialist training for our staff so that we can continue to strive for outstanding results;
- Ensure quality non-conformances are investigated to determine cause and that corrective/preventative actions are identified and implemented;
- Gauge customer satisfaction levels and address all customer related concerns.

Application of this policy

We seek the co-operation of all workers, contractors, suppliers, clients and other persons relevant to RBD in realising the company's quality objectives.

This policy is subject to annual revision and applies to all RBD operations and functions.

Authorised:

Mark Richardson – Managing Director
08/11/2019

Nick Davies - Director
08/11/2019

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