

# Quality Policy

## Purpose

Higgins Coatings Pty Ltd (Higgins) Quality Policy is to achieve sustained, profitable growth by providing commercial painting and building services which consistently and where possible go beyond satisfying the needs and expectations of its customers.

## Scope

Higgins require all employees and contractors throughout Australia to comply with this policy and the procedures and directions that support it. This policy and associated Integrated Management System (IMS) outline how Higgins will satisfy the requirements of ISO 9001: 2015. It is applicable to all operations and covers all products and services. Design and Development and Control of Monitoring and Measuring Equipment activities are not performed at Higgins and therefore these sections are excluded.

## Policy Implementation

Quality outcomes will be achieved through the adoption of a systematic process of procedures through the IMS that directly reflect the responsibilities of Higgins to existing customers, potential customers and other authorities. This policy will be achieved through the unified approach of all employee and contractors within the company who are individually responsible for the quality of their work, resulting in a continually improving standard of quality throughout the company.

To achieve and maintain the required quality standards the Managing Director retains responsibility for the IMS with the development and running of the systems controlled by the National Operations Manager. Higgins will continually develop and enforce policies, procedures and practices in line with the Quality Standard ISO 9001.

## Objectives

The objectives of the Quality Policy are:

- a) Continue to maintain the certifying body accredited IMS to AS/NZS ISO 9001:2015;
- b) Sales and operations to meet their budgeted KPI's;
- c) Achieve strong customer loyalty;
- d) Achieve a high standard of workmanship; and
- e) Minimise waste

The Quality Policy will be considered when preparing overall company policies related to the business operations (e.g. marketing, sales, finance) to ensure that all policies are consistent and supportive of each other.

Continual improvement is implemented through the corrective and preventive action system, management reviews, internal quality audits and other related quality planning procedures.

Higgins recognise that the most effective quality objectives are tied to the financial and business objectives of the company, to the company's accepted obligations to its customers and to the company's regulatory requirements.



Gerard Higgins  
**Managing Director**