

QUALITY POLICY STATEMENT

Purpose & Scope

Tree Craft NSW is committed to meeting customer needs and expectations for service delivery, performance, appearance and conformance to standards, codes of practice, and all statutory, regulatory and safety regulations applicable to the business.

Through this commitment, we aim to achieve our objectives of high customer satisfaction and business growth whilst satisfying the needs and expectations of parties who have an interest in our operations.

This policy is consistent with our strategic direction and appropriate to the context in which we operate. The following guidelines are to be adhered to by all managers, supervisors and employees.

The key principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services.
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered.
- Continual monitoring and reporting of all agreed service quality and performance indicators.
- Recognition of individuals who demonstrate excellence or innovation in service delivery.

Our Quality Objectives are to:

- Consistently and efficiently deliver services to our clients that comply with their specifications and relevant standards.
- Resolve client, employee and supplier queries promptly and in a friendly manner.
- Give our clients the utmost confidence in our products/services and ability to meet their needs.

We will achieve our policy through:

- Establishment, implementation and ongoing maintenance of a quality management system (QMS) in accordance with International Management System Standard ISO 9001:2015 Quality Management Systems - Requirements.
- Identifying the needs and expectations of our stakeholders including our customers, suppliers, end-users and all who have an interest in, or are affected by, our operations, by continuously engaging them in meaningful consultation and communication.
- Total commitment of the leadership team to the QMS, this quality policy and all applicable requirements
- Assurance that roles and responsibilities of all internal stakeholders in relation to the QMS are assigned, communicated and understood through the organisation,
- Executing, maintaining and continually improving the QMS and its processes,
- Establishing organisational objectives consistent with this quality policy,

- Conducting reviews by management to monitor performance against our declared objectives and striving to maintain a culture of continual improvement.


Our Quality Policy is applicable to our directors, all workers and contractors and to any person or organisation that represents us, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Tree Craft NSW Pty Ltd.

Signed: 
Hayden J Trott
Company Director

Date: 23 May 2023

DOCUMENT CONTROL

Owner	Tree Craft NSW Pty Ltd
Approval	Hayden Trott
Approval Date & Signature	 23 May 2023
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Change History

Issue	Date	Description of Change	Revised By	Review Date
1.0	30 Oct 2019	First Issue		April 2021
2.0	01 June 2021	Review & minor revision	Michaela Wilson	01 June 2022
3.0	23 May 2023	Major revision	Michaela Wilson	01 June 2024