

Policy Statement

High Grade Mechanical is a trusted and reliable provider of quality, fully integrated mining and civil maintenance solutions across Australia. Our management and staff are committed to providing high quality products and services that meet and exceed our client's expectations.

Our Values

Communication – We are approachable, open and honest and respecting others ideas to solve issues

Honesty – We commit to supporting honest and ethical behaviour

Safety – We value the safety of ourselves and others effected by our operations and services

Performance – We deliver sustainable, high value service to our clients

Proactivity – We recognise when change needs to occur and have a flexible approach

Reliability – We do what we say we are going to do

Culture & Diversity - To strive towards continuous improvement in increasing culture and diversity within our workforce.

Quality Objectives

The Management and Staff at High Grade Mechanical are committed and will strive to:

- Provide an exceptionally high-quality level of services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employee's, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant to ISO 9001:2015
- Review this policy annually

Management Responsibilities

- Defining and documenting Quality Policy and objectives
- Ensuring both quality management and quality policy are regularly reviewed for continuing suitability

Employee Responsibilities

- Ensure that they understand and carry out the management and procedures that are applicable to their work areas.

Approved by



Managing Director

20th August 2019