



PCA-POL-001
QUALITY POLICY

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POLICY STATEMENT

It is a PCA corporate goal to operate our business in a manner that consistently meets or exceeds the high quality standards expected by our stakeholders and customers. To achieve this PCA has implemented an internal management system that is ISO 9001:2008 compliant. Specifically the Quality Management component of the system is an indication of PCA's formal commitment to continually improving our operations, products and services.

AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs and expectations of our customers
- develop and maintain processes and procedures that ensure that these changes are accommodated
- achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- provide quality products and services on time, with a competitive offer, and
- provide an employment environment where continuous improvement is encouraged.

RESPONSIBILITIES

We, as a company will:

- adhere to all legislative standards and code of practice requirements
- train all staff and contractors to identify areas where improvement can be achieved
- continually communicate to and ensure an understanding from our staff of the Company's Quality Management System
- review the system regularly to ensure its continued suitability and fitness of purpose
- remove wasted and non-value added steps and time in our processes where feasible
- strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the adherence of this quality policy to ensure goals and objectives of this policy are achieved.

IMPLEMENTATION AND REVIEW

This policy and environment related objectives and targets will be reviewed annually at the management review meeting.

AUTHORISED BY

Signed: _____

Position: General Manager

Date: 17/03/2014