	BUZZWORKS QUALITY MANAGEMENT POLICY	Doc Type:	Policy
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Policy Statement

Buzzworks is committed to providing clients with equipment design, rapid prototyping systems design and innovation expertise to evolve their systems and materiel to the next level.

The focus of our activities at all times is total customer satisfaction. We achieve this through:

- The Buzzworks 5 Stage Design Process, using our proprietary Buzzworks Innovation Lenses to rapidly develop innovative concepts;
- The Buzzworks Prototyping Process which fuses rapid prototyping and IP protection to meet client requirements;
- The Buzzworks Inventory Management Process which ensures all materiel and components are ordered, received, stored, consumed and delivered or written off transparently; and
- Our Quality Management Processes, as documented in the Buzzworks Quality Manual, to ensure quality client outcomes.

Scope

This policy is established, implemented and maintained by the Buzzworks leadership team who ensure it is appropriate to the purpose and context of Buzzworks in supporting our strategic directions and Quality Management System requirements. It applies to all work conducted by Buzzworks or on behalf of Buzzworks in any capacity or location during business hours or hours of work.

Responsibilities

At Buzzworks a commitment to quality is part of our business. This is achieved through:

- Complying with statutory requirements, codes, standards and guidelines;
- Maintaining an optimised quality management system with the aim of eliminating or reducing defective and redundant work;
- Defining roles and responsibilities for managing quality.

Our Quality Management System employs the following strategies:

- Ensure our employees are trained and competent for the work they perform;
- Continually strive to reduce the product return rate or customer complaint rate to zero;
- Strive to deliver on time for all customers; and
- Comply with and continually improve the effectiveness of our quality management system in accordance with ISO 9001:2015.

Our goal is to continually work towards improving our design and prototyping processes and services so that we meet the requirements of our clients and for the continued profitability of the company. This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.

Policy Updates

This Policy may change from time to time and is available on our website https://buzzworks.net.au/policies.

Policy Audits and Enquiries

Buzzworks is committed to providing quality client outcomes. Should it be required as a contractual obligation or as part of onboarding diligence or tender assessment, clients are welcome to request commercial-in-confidence access to our quality manual, or to audit our Quality Management system by agreement.

If you have any queries or complaints about our Quality Management System & Quality Management Policy please contact us at:

Buzzworks

Enquiries: info@buzzworks.net.au

Complaints: complaints@buzzworks.net.au

Telephone: +61 7 3366 5080