

Quality Policy

CHH Australia is committed to an environment in which our people are motivated to continually improve the efficiency and effectiveness of our products, services, and processes within our company.

This policy will be communicated to all employees and organisations working for or on our behalf of CHH Australia. Employees and other organisations are expected to cooperate and assist in the implementation of this policy.

CHH Australia aims to be a fundamental part of our customers' success through consistent implementation of an effective Integrated Management System.

Quality Policy in Practice:

- Take accountability for the effectiveness of the Integrated Management System.
- Ensure the Integrated Management System is compatible with the context and strategic direction.
- Ensure the effective utilisation of the Integrated Management System in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the organisation are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to relevant standard and specifications.
- Consult with direct and engage support persons to contribute to the effectiveness of the Integrated Management System.
- Promote continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- The establishment of measurable objectives and targets to ensure continued improvement aimed at customer satisfaction and system development.

Senior Management

It is CHH Australia policy that all Senior Management:

- Satisfy applicable requirements by ensuring that interested parties are determined, understood and expectations consistently met to achieve positive mutual outcomes.
- Continually improve the Integrated Management System by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Ensure the company's reputation is highly regarded in the industry.