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# Quality Policy

Knights Mechanical Services (KMS) are committed to enhancing customer satisfaction by demonstrating our ability to consistently provide services that meet and exceed customer expectations. To achieve this, we have adopted an Integrated Management System (IMS) that complies with AS/NZ ISO 9001:2016.

From a quality perspective, the purpose of our IMS is to provide a framework that will enhance customer satisfaction, satisfy the applicable requirements and achieve our quality objectives. The top management of KMS are accountable for the effectiveness of our IMS.

We are dedicated to achieving the following quality objectives:

- **Providing Quality Professionals:** Maintain a talent pool of highly skilled, experienced and safety focused professionals – people at the top of their game with the right attitude.
- **Client Satisfaction:** Work to exceed our clients' expectations by understanding and anticipating their needs, and constantly improving our processes to ensure consistent quality placements.

When planning for our IMS we consider our internal and external issues, our interested parties, and the needs and expectations of these interested parties to determine the quality risks and opportunities related to our IMS which need to be addressed.

Our quality performance is monitored, measured, analysed and evaluated. We communicate information relating to our quality performance both internally and externally, as identified in our communication processes.

We determine the necessary competence of persons doing work under our control that affect our IMS and our ability to fulfil our quality obligations. We ensure these persons are competent on the basis of appropriate education, training and experience.

KMS select operational control methods that are necessary to ensure our processes are effective and achieve their desired result. We control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. We ensure that outsourced processes are controlled or influenced.

KMS are committed to satisfying the applicable requirements and continually improving our IMS to enhance customer satisfaction. As the Director of KMS, I ask that you follow in our footsteps to support our Quality Policy.

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**Craig Knight**

Director

Knights Mechanical Services (KMS)