

# **Integrated Management System**

## **1.2 Quality Policy**

### **Policy Statement**

This policy is a statement of ICombined 360 Services Group Pty Ltd commitment to provide quality to ensure that the contract requirements, products and services described by customer's specifications and support documentation are compiled to provide the customer's satisfaction. It is the commitment ICombined 360 Services Group Pty Ltd to undertake the contract works in accordance with relevant Standards, Codes and Industry Guidelines where required under the contract in a cost effective and reliable manner. ICombined 360 Services Group Pty Ltd is committed to the systems implementation and continuous development.

### **Policy Scope**

It is the policy of ICombined 360 Services Group Pty Ltd to achieve the above commitment by the implementation and maintenance of the Quality aspects of the Integrated Management System by the Managers and Supervisors as described in the Integrated System Management Manual, which is in accordance with the requirements of ISO 9001:2015.

### **Policy Implementation**

Management and Supervisory personnel are to actively support and promote the Quality aspects of the Integrated Management System as detailed herein and to ensure its implementation. Management has encouraged development of people within the organization to promote the Integrated Management System. As well satisfy the applicable legislative requirements and expectations of all internal and external interested parties including feedback with the intention to improve the current Integrated Management System. ICombined 360 Services Group Pty Ltd will conduct regular Management Reviews to ensure conformity and to continually improve the effectiveness of the Integrated Management System.

ICombined 360 Services Group Pty Ltd ensure to achieve and maintain the required level of quality assurance the General Manager retains responsibility for the Integrated Management System with implementation controlled by the Operations Supervisor and other delegates. The Senior Management of ICombined 360 Services Group Pty Ltd Ltd is further committed to the management of operations (e.g. marketing, sales, finance, services, products and inspections) throughout all stages of the company's processes to include continuous improvement and to provide a framework to meet our objectives.

ICombined 360 Services Group Pty Ltd aim to achieve the following quality objectives:

- Implement the Quality Management System to ISO 9001:2015.
- Tender for top tier jobs.
- Implement and maintain a system of Customer feedback
- Jobs are to be completed in a timely manner.
- Ensure each job achieves the set profit margin.
- Maintain ISO 9001:2015 Certification.

The Quality policy shall be communicated to all workers by:

- Displaying copies on notice boards etc.
- Including the policy in inductions for workers.
- Made available as documented information to all parties
- All interested parties will be able to review the Quality Policy on the company website.

**This policy is endorsed by the Director of ICombined 360 Services Group Pty Ltd**

**Signed:**



**Gareth Mace**

**Date: 05-05-25**

**Review date: 05-05-26**