

Quality Control Policy

Action Glass & Aluminium Pty Ltd is committed to customer satisfaction and total quality management.

Our Leadership Team is accountable for the implementation and effectiveness of the system.

We will strive to continually improve our systems and processes. This will be done by continually monitoring our business activities and implementing beneficial changes when needed.

Our business quality processes are based on a philosophy of continuous improvement and risk based thinking as aligned to the framework of ISO 9001:2015 Quality Management Systems.

Action Glass and Aluminium plans, implements and controls the processes needed to deliver products and services from manufacturing through to installation. Adequate resources are made available to ensure the products and services are delivered to customer and statutory requirements.

It is the objective of Action Glass and Aluminium to:

- Consistently provide products and services that meet customer and applicable statutory and regulatory requirements
- Facilitate opportunities to enhance our customers satisfaction
- Consider our risks and opportunities associated with how we do business
- Consistently demonstrate conformity to our quality system

All personnel within the company are actively involved in the implementation and monitoring of the business systems implemented.

A handwritten signature in blue ink, appearing to read "Debra Kaye".

Debra Kaye
General Manager

14/04/2021

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