



## QUALITY POLICY

**Bruce Interiors and Constructions (BIC)** are engaged in the business of commercial construction, fitout, refurbishment of buildings and selected works of a residential nature.

This policy statement applies to all components of the organisation. The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of the products and services we supply to them, our commitment to complying with the requirements of AS/NZS/ISO 9001:2015, and our commitment to satisfy any other applicable requirements.

BIC is therefore committed to establishing quality objectives at relevant functions, levels and processes needed for the quality management system. All quality objectives shall be appropriate, measurable and continuously reviewed and updated to ensure product and service conformity and to enhance our customers' satisfaction.

To implement this policy, we shall focus on the needs of our business with particular reference to consistently meeting our statutory obligations, and meeting or surpassing our customers' expectations. Our quality management system shall provide mechanisms for detecting system shortfalls and for stimulating process improvements.

BIC implement processes and procedures to ensure that:

- The quality management system is effectively implemented by BIC staff undertaking relevant skills training and conducting appropriate quality awareness training.
- Responsibilities for quality are established by communicating them clearly with all employees, all BIC employees have the opportunity to give feedback and contribute towards continuous improvement.
- The organisation's policy and procedures are updated as required and reviewed regularly to check their effectiveness and ongoing relevance.
- BIC regularly reviews the needs and expectations of our customers and initiates continuous improvement activities to meet and exceed these expectations.
- Interested parties and their needs are identified, i.e., internal parties, subcontractors, government, statutory bodies and other stake holders.
- Risks and Opportunities associated with the business are identified and reviewed on a regular basis.
- This Quality Policy will be regularly reviewed and revised as needed.

