

# Quality Management Policy

## Policy Reference

SF-POL-QM-001



## Scope

The following guidelines are to be adhered to by all Team Members, Supervisors, Managers, Directors, Subcontractors and Visitors in full compliance with: International Standards; relevant legislation; Codes of Practice and Australian Standards; and Client requirements.

## Procedure

Swift Flow's Integrated Management System and this Policy comply with ISO 9001:2015 – Quality Management System, as demonstrated by our Certification rating – which we have held since 2021.

Swift Flow's Mission Statement declares:

Swift Flow is committed to delivering exceptional service and products to our Clients through:

- Rigorous Quality Assurance
- Environmentally Responsible Practices
- Top-Level Safety Standards
- Unwavering Reliability
- Friendly Customer Service
- Conscientious Business Conduct

To provide the best possible customer service, this will be achieved by understanding our Client needs and expectations and by providing services that consistently meet those needs and expectations whilst complying with all statutory and regulatory requirements.

Associated with this objective is the recognition that our Clients expect these services to be supplied to acceptable levels of Quality, at a competitive price and within an agreed time period.

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, Swift Flow is committed to the development, implementation and maintenance of a Business Management System that, as a minimum, meets the requirements of the internationally recognised Quality Management standard, ISO 9001:2015.

An effective Business Management System will ensure that:

- we understand our Client's needs
- high standards of service are met and maintained
- we train Team Members to be effective in their processes
- we establish and maintain a continual improvement work environment
- we provide a framework for the regular review of objectives
- requirements are communicated to and understood at all levels in the organisation, and our operations are regularly reviewed for continuing suitability and effectiveness.

Approved By

A blue ink signature, appearing to read 'Ian Payne', is written over a horizontal line.

Date

14/02/2025

Date of next review

01/04/2028

The logo for Swift Flow Plumbing & Gas, featuring a stylized blue and green wave above the text 'Swift Flow plumbing & gas'.	SF-POL-QM-001 Quality Management Approved by: Ian Payne – Director	Version 9 February 2025	Page 1 of 1
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