



QUALITY POLICY STATEMENT

Hooker Engineering Australia is committed to ensuring the development, design, manufacture, supply, installation, commissioning and ongoing service of products at the appropriate quality.

The Company recognises that to achieve this, the needs and requirements of clients must be understood and responded to in an efficient, innovative and professional manner.

This commitment to quality is underpinned by a comprehensive Quality Management System (QMS) consisting of processes and procedures written to the requirements of the international standard ISO 9001:2008, which is integrated into applicable facets of workplace operations.

The manual, procedures and associated documentation of the QMS form a framework for all work done by the company with an emphasis on obtaining key information necessary for ongoing improvement of processes and products.

The management of Hooker Engineering Australia firmly believes that compliance with the requirements of the ISO 9001:2008 International Standard is critical to the establishment of a truly excellent company dedicated to meeting and exceeding client expectations in all aspects of its work.

To achieve this level of excellence Hooker Engineering management will:

- Ensure the benefit and operation of the Quality Management System is clearly communicated to all staff
- Track key performance indicators of quality in the workplace
- Incorporate information gained from the QMS into a quality plan for continual improvement
- Actively seek feedback from clients and follow a strict process for action on client responses
- Ensure all delivered products meet their specifications and schedule
- Provide adequate resources for the efficient and effective achievement of QMS objectives

Employees and contractors also have a duty towards continual improvement in the company. In order to achieve this each individual is required to:

- Openly report problems as they arise and address those problems immediately where practical
- Contribute to continual improvement by providing ongoing feedback to senior staff members
- Inform themselves of the procedures and instructions detailed by the QMS
- Follow the procedures and instructions detailed by the QMS
- Strive for excellence in all aspects of their work

Approved By
Michael Hooker Managing Director 15/02/2020