

## 2.10 QUALITY POLICY

**VISION:** The Better Built vision is to be the leading builder of project homes Australia – not the biggest, but the best.


**COMMITMENT:** We are a dedicated team of professionals who are committed to:

- a. Maintaining customer focus to clearly understand their requirements and provide innovative and effective design and construction services,
- b. Helping our customers to clearly understand the construction process,
- c. Maintaining high ethical and business standards,
- d. Compliance with applicable legislative and regulatory requirements,
- e. Satisfying all applicable requirements, and
- f. Establishing and continually improving the Quality Management System.

**AIMS:** Our quality aims are to:

1. Achieve successful outcomes for our customers through exceptional designs and construction,
2. Deliver our construction projects on time, on budget, and to client expectations,
3. Provide clear and concise internal and gap auditing services with practical, logical improvement recommendations (where applicable),
4. Meet our contractual obligations with a view to achieving customer satisfaction, reputation enhancement and repeat business,
5. Practice what we preach - maintain Quality Management System certification to ISO 9001:2015,
6. Ensure ISO Consultants are trained, skilled, competent, and qualified as appropriate for the tasks they are performing, and
7. Audit the Quality Management System, review performance and assess customer feedback with a view to continual improvement.

**ALL EMPLOYEES ARE:** responsible for the communication, enthusiastic promotion and implementation of this policy, and accountable for the achievement of quality outcomes in accordance with this policy.

Director: 

Signature: 27/11/2023

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