



ACW – Integrated Management System and Plan

Quality Policy Statement

A C Whalan & Co Pty. Ltd. is committed to achieving total customer satisfaction through vigorous innovation and constant improvement of its business processes.

The company mission is to ensure our customers experience the help, advice, and quality service of the past, whilst delivering fit for purpose products with the greatest of modern speed and agility.

To fulfil the mission, the company is to maintain a practical but comprehensive management system based on its stated commitment to:

- Health and Safety
- Customer Satisfaction
- Human Resources
- Equipment Control
- Product Control
- Business Development
- Quality and Continuous Improvement

The policy embraces the following key principles:

- The satisfaction of customers, both external and internal, shall be the primary focus of the quality management activities.
- Systems and controls are developed on both a risk and prevention-based process to promote thought and foster more effective decision making and ultimately improve long term results, across all aspects of the company.
- Funders and Suppliers are integral to the quality process and company staff shall work closely with them to meet customer's requirements.
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and focused task / project groups.
- All staff shall have individual responsibility for understanding and applying this quality policy in the performance of their tasks.

Company management is fully committed to this quality policy through active participation in quality improvement activities and leadership by example.

B.R. Whalan – Director

Reviewer:	Kane Baker	Implemented Date: 15/05/2018	Last Reviewed: 16/05/2024	Rev 04
Approved By:	Ben Whalan	1 ACW IMS 20240516 - Quality Policy	Page 1 of 1	