

## QUALITY POLICY

Fluid Maintenance Australia (FMA)'s objective is to satisfy the requirements of our customers by consistently providing products and services that conform to the relevant specifications, codes, Australian Standards, supply agreements and contractual requirements in a timely manner.

FMA is committed to;

- Focus on its customers by ensuring that products and services meet or exceed the needs of customers;
- Comply with relevant laws and regulations as well as internal requirements;
- Continuously challenge ourselves to improve the quality management system to guarantee prevention of quality incidents and eliminate defects through the review of quality objectives and results;
- Encourage participation and promotion of quality responsibilities amongst all employees.

All levels of management are responsible for;

- Setting standards for quality within their teams
- Ensuring that processes meet the national standards and requirements
- Monitoring performance of their relevant departments
- Ensuring that this policy is understood, resourced, implemented and maintained through the organisation.
- Encourage their teams to participate in the continual improvement process of all aspects of the business.

The Quality Management System and Quality Policy will be continually reviewed and changed as part of FMA's commitment to develop and continually improve the processes and procedures of our business.

Approved by



Andrew Freeman

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Date

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Version:	00	Page 1 of 1	