

Quality Policy



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Purpose

This Policy outlines Forefront Services commitment to quality products, services and practices to ensure that the Company meets or exceeds customer expectations.

Scope

This Policy applies to all employees and contractors across all Forefront Services operations and sites.

Policy

The Company is committed to implementing and maintaining a quality focused management system to ensure that all of our products, services and practices meet or exceed the requirements of our customers. To achieve this objective, we are committed to:

- Creating an environment that instils and commits to quality related work practices and principles in all facets of the business.
- Implementing, maintaining and ensuring the continuous improvement of our management systems to assure the quality of our products, services and practices.
- Building mutually profitable relationships with our customers, ensuring their long-term success, through understanding our customer's needs.
- Encourage employees to take responsibility for their work.
- Continually improving the capabilities and competency of our employees through induction, ongoing education, training, and management support and to the ongoing evaluation of the effectiveness of Company policies and supporting business systems through formal Management Review.

Non-Compliance

The Company has zero tolerance for any conduct that causes serious or imminent risk to the health and safety of a person or the reputation, viability or profitability of the Company. A breach of this Policy will result in disciplinary action, up to and including termination.

Review

This Policy will be reviewed every three years, unless otherwise agreed or required.



Anthony Redfern
Director



Michael Clout
Director