



Quality Policy

QRS aims to earn a good reputation for achieving a high level of customer satisfaction and having solutions that are fit for purpose. The company has adopted the AS/NZS ISO 9001:2015 Quality Management System to demonstrate our commitment to customer satisfaction and compliance.

QRS will comply with all legislation, standards, codes of practice and best industry practice. Our procedures and processes comply with the company compliance management system (CCMS) and health & safety plans.

Critical to our success is our ability to consistently deliver in full, on time, and to the specifications required to meet the current and future needs of our customers.

In accordance with this commitment, QRS will undertake the following:

- Maintain and monitor effective compliance management systems that are aligned to ISO 9001:2015 incorporating industry agreed standards and best practices ensuring there are zero contractual non-compliance and non-conformance notices.
- Continue to meet customer satisfaction for quality, timeliness, cost, and health & safety helping ensure there are zero shareholder or stakeholder complaints.
- Conduct net promoter score surveys to measure client satisfaction.
- Enhance our market share by becoming the preferred contractor through performance and reputation.
- Raise employee competency and performance by continuously identifying and addressing training and development needs.

Jeremy Harker
Chief Executive Officer
September 2024