



Practon Group is an Australian owned company providing professional services and trade support services associated with electrical, mechanical and civil works.

Our quality objective is to meet or exceed our client requirements and expectations in a proactive, professional and cost-effective manner. Whilst also having pride in our work so that we can be proud of what we have produced.

Commitments

- Maintaining and continuously improving a quality management system that complies with ISO 9001:2015.
- Setting clear objectives and targets for improvement.
- Understanding and responding to our needs and requirements of our clients.
- Providing resources and equipment to our personnel to enable them to complete the work to the required standard.
- Ensuring all employees have the required skills, competencies and knowledge to do the job.
- Ensuring awareness, acceptance and implementation of quality systems to our personnel, sub-contractors and suppliers.
- Developing a culture within the organisation that things are done 'right the first time'.
- Delivering what we promise to our Clients and in time.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Encouraging personnel to participate in quality improvement initiatives.
- Satisfy all applicable requirements.

Responsibilities

To achieve these commitments, management will:

- Demonstrate leadership in developing an effective quality assurance culture.
- Listen and act on employee contributions.
- Set the standard for the Company.
- Provide adequate resources to continually review and improve our business process;

All personnel have a responsibility to:

- Having a professional attitude and taking pride in what you do.
- Willingness to learn and to share knowledge.
- Contribute to the company culture focused on quality work.
- Following the applicable procedures.
- Reporting non-conformances and complaints immediately.

We believe our day to day actions will reflect the success of this policy.

Mark Martin
Director
25th May 2018

Brady Slater
Director
25th May 2018

John Taylor
Director
25th May 2018