



## Quality Policy

FINE STEEL is a new and growing reinforcement company that commenced its operations in 2014 in Sydney. From the beginning, our focus has been to build relationships with clients through a consistent supply of the highest quality reinforcing products and professional services.

At FINE STEEL, we are committed to managing the quality of our service to meet our customer requirements at all times. Where possible, we will exceed their expectations by providing an excellent outcome as a result of implementing our Quality Management System.

FINE STEEL will:

- *Understand and conform to the agreed requirements of our clients to enhance their satisfaction*
- *Ensure ongoing compliance with all relevant statutory and other obligations, standards, specifications and codes of practice as well as the requirements of ISO 9001 standard*
- *Emphasis on the satisfaction of interested parties (stakeholders) as the primary focus of the Quality Management System activities and managing our relationships with them to obtaining sustained success*
- *Integrate the quality management system requirements into the organisation's business processes*
- *Enhance the organisation's capability by competent, empowered and engaged employees at all levels through the company*
- *engage, direct and support persons to contribute to the effectiveness of the quality management system*
- *Identify, report, investigate and resolve all non-conformances and take appropriate action and place new controls to prevent a recurrence*
- *Treat external providers as an integral asset of the company and work closely with them to meet client needs*
- *Continually improve the effectiveness of the Quality Management System considering the process approach and risk-based thinking*

To comply with our policy, our staff will receive adequate induction and training to enable them to follow our systems and procedures. Also, provides resources needed for the quality management system.

Top management of FINE STEEL takes accountability for the effectiveness of the quality management system and outlines quality objectives from this policy.

This policy will apply to all employees and contractors and is reviewed periodically to ensure it remains relevant to the operations and activities of FINE STEEL.

A handwritten signature in black ink, appearing to read 'Richard Cai', written over a faint, illegible stamp or watermark.

Approved by: Richard Cai

Managing Director

Date: 1<sup>st</sup> December 2019