

QUALITY POLICY

Hartway Galvanizers Canning Vale and Bendigo Metals are specialist providers of fabricated and welded steel products and hot dip galvanizing of fabricated steel products. Our top management and staff are committed to providing high quality products and services that exceed our customer's expectations, through the implementation and continual improvement of our Quality Management System.

This occurs through the management of our core processes, where quality risks are identified and controlled. We are committed to achieve improved productivity and efficiency through an effective Quality Management System that complies with ISO 9001:2015, by ensuring that all staff are suitably trained and competent.

Quality objectives

The top management and staff at Hartway Galvanizers Canning Vale and Bendigo Metals are committed and will strive to:

- provide an exceptionally high-quality level of products and services to our customers;
- manage our processes to maximise efficiency and productivity, and
- follow up on services and products provided, to ensure customer satisfaction is maintained at a high level.

As part of our systems and processes we will:

- train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary;
- ensure that this policy is retained as documented information, and available to interested parties;
- define and meet objectives, by documenting and monitoring measurable quality targets;
- comply to statutory, regulatory and other requirements;
- apply a plan, do, check, act methodology to our quality management system;
- continually monitor and improve our quality performance and the effectiveness of our quality management system;
- apply risk based thinking within our systems, operations and processes;
- conduct audits to verify core processes are effectively managed within the organisation as part of our continual improvement process;
- ensure our quality management system is conformant and certified to ISO 9001:2015, and
- review this policy annually.

John Hart
Director