

## QUALITY POLICY

### Introduction

Radi Electrical specialises in domestic, commercial, industrial and strata electrical services, which by its nature involve quality processes that need to be managed to ensure the quality delivery of our goods and services.

Radi Electrical has introduced our Quality Management System (QMS) providing a systematic and documented approach to the planning and implementation of quality procedures to ensure that our work practices, employees' awareness and training meet Australian legislation, standards, industry codes and customer expectations commensurate with our operations.

### Commitment and Objectives

Radi Electrical commitment and objectives are to ensure:

- Satisfy all applicable quality requirements
- The establishment, implementation and maintenance of the criteria and methods required for the effective operation and control of our quality processes
- The documentation of procedures and training is provided for our quality methods of work
- Support and assistance is provided to our employees
- Our suppliers and subcontractors conform to our quality requirements
- The maintenance of the integrity of our QMS when changes are planned or implemented
- The continuous monitoring of and improvement to our QMS systems and performance and the elimination of non-conformances through predetermined and auditable objectives and targets
- A customer focus to achieve customer requirements and where possible are enhanced
- Compliance with ISO 9001:2015 Quality Management Systems.
- Continual improvement of the quality management system

### Responsibilities and Accountabilities of Management & Employees

Radi Electrical Management is responsible and accountable for:

- The active involvement in the development, promotion and implementation of this Quality Policy and our QMS procedures
- Ensuring our employees are trained in the quality performance of their assigned tasks
- The provision of resources to meet our quality commitment

Radi Electrical employees are responsible and accountable for:

- Their personal commitment to our quality procedures
- The implementation of our Quality Policy and QMS procedures
- Proactively responding to and reporting quality non conformances.

### Review

This Quality Policy will be reviewed annually for suitability, adequacy and effectiveness and when required by changes in legislation, standards, industry codes or company operations.

**Approved: Ahmad Radi      Managing Director of RADI Electrical      Date: 7<sup>th</sup> April 2024**