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Quality Policy Statement

The Quality Policy of the Jonishan Pty Ltd is to carry out all aspects of the delivery of our services to customers in conformance with the requirements of this Quality Management System and thus the requirements of the International Standard ISO 9001:2008.

The company relies solely on its customers for its continued existence and it is our objective to consciously provide a high level of customer satisfaction through consistently achieving compliance with customer requirements.

Our objective is to continually improve our service through seeking to observe and listen to our customer's expectations and understand their needs. This ensures the Quality of our service and our continued performance as an organisation.

The key points of our Quality Policy are:

- Our Policy is to deliver a quality product and/or service to our clients that provides benefits to our clients in excess of the cost of the product and/or service whilst at the same time providing a satisfying and stimulating work environment for our staff.
- Our Quality Management System also enhances staff satisfaction by providing clear statements of responsibility and job requirements to all staff members. Our commitment to a high level of customer satisfaction through the delivery of quality services is reflected in the value we place on our contract staff and employees.
- The Jonishan Pty Ltd is committed to providing a safe work environment and ensuring that our practices take into consideration all environmental impacts. We encourage our contractors, employees and customers to follow safe and environmentally sound work practices.
- Our forward planning reflects our commitment to maintaining and improving our performance through establishing Quality Objectives and updating them as our business develops.
- This Quality Policy is made available to all personnel of the Jonishan Pty Ltd. Implementation of this policy is mandatory.
- Through the implementation of this Quality Policy, we aim to achieve our objective of continually improving our performance as providers of civil contracting services.

Objectives and Targets:

- To comply with the ISO 9001 compliance requirements at all times.
- To provide commitment to strong customer focus.
- To provide timely delivery of products and services to meet our customer's requirements.
- Ensuring that all personnel are appropriately trained to provide top quality service to customers.
- Strive to become a leading provider of Civil Contracting Services through the continuous improvement of our processes and systems.
- To offer strong, decisive leadership to all personnel and provide a united work environment leading to positive interactions with customers.



John Shannon
Managing Director



Sam Bishop
Managing Director