

# Quality Policy

## 1 Introduction

Wileo provides engineering and project management services and personnel to government agencies and private industries.

Our Quality Management System is based on the International Quality Management Standard AS/NZS ISO 9001:2015.

## 2 Purpose

The purpose of this policy is to set corporate objectives and values and be appropriate to the purpose and context of Wileo.

## 3 Policy

### 3.1 Commitment

- Comply with interest parties' specifications and relevant statutory requirements;
- Establish and maintain objectives and targets with the aim of eliminating inefficiencies and continual improvement in system;
- Define roles and responsibilities of personnel with respect to operational and quality management system perspective;
- Comply with applicable statutory, regulatory and ISO 9001:2015 requirements;
- Make available all operating instructions and directions to ensure products or services consistency;
- Ensure that purchased equipment and materials meet required standards and do not compromise quality;
- Ensure that our employees, and providers of labor and contract services are appropriately qualified and competent;
- Monitor, inspect, measure and report the effectiveness of our quality management goals and system;
- Understand the needs and expectations of all interested parties;

- Make the Policy available to relevant interested parties as appropriate and strive to continual improvement in quality management system;

### 3.2 Strategies and Objectives

- Consistently meet our interest parties' requirements;
- Availability of relevant and current information and resources necessary to support our operations;
- Selection and training of employees to maintain required standards for continual improvement purpose;
- Purchasing of materials to maintain required standards;
- Routine quality inspection and testing practices to maintain required standards;
- Compliance with relevant legal and other obligations;
- Monitoring our clients' level of satisfaction;
- Ensuring that not only our immediate clients, but also product end-users and other stakeholders are satisfied with our products and services;
- Improving our business through business plans, goal setting and performance measurement;
- Maintaining the suitability and effectiveness of our management system through continual improvement.

This statement is issued to indicate our commitment to our product, our clients and our standards of service. The full support of our employees, suppliers and subcontractors is sought in meeting our commitment.

## 4 Reference

ISO 9001:2015 QMS

## 5 Responsibility and Approval

The Managing Director is directly responsible for this policy. The policy is to be reviewed on an annual basis.

This policy is active from **November 2023** and to be reviewed in **November 2024**.

A stylized, handwritten signature in black ink, consisting of a large, sweeping 'G' followed by a series of loops and a long horizontal stroke extending to the right.

Guillaume Massardier

**Managing Director**

## 6 Version Control

REVISION	DATE	DESCRIPTION	AUTHOR	REVIEW	APPROVAL
<b>1</b>	01/22	Draft	Lea	Lea	Guillaume
<b>2</b>	10/22	Review policy accuracy, no changes	Lea	Lea	Guillaume
<b>3</b>	11/23	Review policy accuracy, no changes	Wileo	Guillaume	Guillaume