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Quality

Group Policy

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Purpose:

The BSA Group of Companies and its Subsidiaries are committed to the delivery of products and services in compliance with quality requirements, both for internal activities and for projects controlled by the Company.

BSA’s overriding objective is to achieve continuous performance improvement and correct first time delivery through the use of a defined Quality Management System (QMS) which fully integrates into the Company’s operations and meets the requirements of the Australian Standard AS/NZS ISO 9001:2008. This Policy supports and is supported by the Code of Conduct and the BSA Group Business Process Framework.

Objectives:

BSA seeks to achieve this purpose through:

- The creation of our Business Process Framework, and Integrated Management System describing why, what, and how we carry out our business and where we are headed, our vision and strategy.
- The setting, tracking and reporting upon quality objectives and targets appropriate to the Company, its Business Units and its clients.
- Striving to meet and exceed customer requirements and expectations through the provision of quality products and the maintenance and availability of reliable service.
- A drive to eliminate quality risks, or if it is not reasonably practicable to do so, then minimise and mitigate these risks to the lowest level practicable.
- Reporting and investigating quality incidents and non-conformances, identifying and applying corrective and preventive actions and reviewing the effectiveness of the corrective or preventive actions
- Involving and consulting with employees so that effective processes, documentation and decisions on quality related matters, such as work practices and systems of work can be made and developed.
- Continuous review, development and improvement of our Business Process Framework, policies, standards, systems and processes.
- Regularly implementing and reviewing quality improvement programs to ensure their continued suitability and effectiveness.
- Training of employees in the Business Process Framework and Integrated Management System functionality.
- Complying with the requirements of our Integrated Management System and providing the necessary equipment, materials and labour to deliver our client’s requirements.
- Seeking client feedback on the Company’s products and service delivery.
- Remembering at all times to keep it SMART – Simple, Measurable, Achievable, Realistic and Timely (current).

Application:

This Policy applies to all BSA operations and covers all of our activities and services. The management teams have the accountability to understand and bring it to life.

The policy is owned by the Board and enacted through the Managing Director and will be reviewed biannually and/or updated as required due to changes in the business, its leadership or the environment within which we operate.



Nicholas Yates
 Managing Director and Chief Executive Officer - BSA Limited
 31st January 2017

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