



RJM
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Quality Policy

RJM Plumbing Qld's strategy is to provide a secure working environment that promotes the health, welfare and well-being of our staff, outside contractors and clients on our work sites.

As an employer, RJM Plumbing Qld acknowledges the duty to educate and assist our workers in safe work conditions and we require the full support and participation of all personnel. Our company has developed and implemented, in accordance with Quality Business Documents, an accessible and user-friendly safety management system that satisfies the applicable criteria of workplace health and safety regulations and is compatible with quality standards (ISO 9001), safety standards (AS 4860/OHSOS 18001) and climate standards (ISO 14001). Our safety management system provides planning, risk management, preparation and reporting mechanisms needed to comply with the Queensland Act.

Our company promises to consistently produce work to the highest standards under the tightest of timeframes at a competitive price. Our jobs run smoothly every time, and you can be assured you will receive prompt and cooperative service from all team members.

Our policy is to provide a safe work environment that protects the health, safety and welfare of employees, visitors, and other people on our premises and at our work sites.

Our Quality Management System is based on AS / NZS ISO 9001:2008, the international quality management standard.

Commitment:

- Meet or exceed all client expectations and specific statutory requirements
- Set and maintain targets and objectives to eliminate inefficiencies
- Define staff roles and responsibilities
- Comply with ISO 9001:2008
- Make all operating instructions and directions available to ensure consistency in service
- Ensure that all our staff and subcontractors are properly qualified and competent
- Track, audit, evaluate and monitor our quality management targets and program effectiveness

Business Goals:

- Track, audit, assess and monitor the success of our goals and program for quality management
- Meet our regulatory and health responsibilities
- Be environmentally conscious
- Meet or exceed our clients' expectations
- Empower our staff to be industry leaders by providing access to high quality training

This statement is released to demonstrate our loyalty to our clients and our service standards. All our employees, vendors and subcontractors fully support our pledge.