

Quality Policy

Franmarine is committed to ensuring all provided services and equipment to our clients are of the highest standard in order to meet and exceed our customer's requirements and satisfaction.

All employees have a responsibility to actively contribute towards maintaining the quality of services provided to our clients in their day-to-day activities. Franmarine will work with our customers, suppliers, and the community to:

- Develop and maintain the required process, in line with AS/NZS ISO 9001:2015, to produce a level of project management at a consistent standard of quality at competitive cost.
- Communicate and consult with our customers to ensure product and service information, enquiries, feedback, and complaints are efficiently and effectively dealt with.
- Respond in a timely and constructive manner to client quality complaints, ensuring appropriate remedial action is taken.
- Establish and maintain a high degree of quality awareness at every level in the organisation, and encourage individual initiative in achieving performance and quality project delivery.
- Sustain and build on our internal infrastructure to ensure utilities, equipment and supporting services are managed and coordinated in line with legislative requirements.
- Deliver services in accordance with the specifications required by our customers.
- Ensure our human and physical resources are effectively allocated to each job or project as required.
- Document, monitor and measure quality objectives and targets through internal audit and management review.

By adopting this philosophy, the customers of Franmarine will be assured of an excellent standard of completed projects and services in accordance with specifications and contracts.

To achieve and sustain our Policy, Franmarine will strive to:

- Provide education and training to ensure everyone understands their quality responsibilities and has the knowledge to support and contribute to the quality system.
- Encourage involvement and communication at all levels.
- Select Sub-Contractors in terms of quality, competitive prices, reliability, expertise, and competence to perform the service.
- Constantly monitor our product and processes and implement improvements to ensure the effectiveness and efficiency of our management systems and products.

Reviewed by: Adam Falconer-West (Chief Executive Officer)

Date: 30/01/2023

Signature:



Franmarine

www.franmarine.com.au

