

## KINGSLEY ENTERPRISES QUALITY POLICY

### WHY QUALITY IS IMPORTANT

Our business depends on our customers having confidence in the quality of the products and service we provide.

#### Quality Service

As part of our mission we aim to deliver a service to our clients which makes a positive contribution to their businesses and meets quality, safety timeliness and other agreed performance outcomes.

Kingsley Enterprises has documented quality systems to ensure we satisfy our clients' and our own technical and service standards.

#### Clients

We depend on the ongoing competitiveness of our clients and the confidence they have in our capacity to make a positive contribution to their businesses.

For this reasons we look beyond sales for opportunities to 'add value' – whether in technical assistance, quality or simply through initiatives to enhance goodwill to the projects and organisations for which we work.

Our Objective is to contribute a tangible and meaningful improvement to all of the operations in which we are involved.

### OUR QUALITY OBJECTIVES

#### Overall Objective

- To satisfy and exceed our clients' expectations, contract and regulatory authority requirements first time, every time in a professional and cost effective manner.

#### Specific Objectives

Kingsley Enterprises undertakes to:

- review (audit) its systems, processes and documentation at scheduled intervals.
- conduct regular surveys of its customers regarding perceived quality of its products and services.
- review credits to customers, the reasons for them and take steps to ensure they remain below a minimal level.
- review product and process deficiencies, and to ensure appropriate actions are taken to correct and prevent them.
- review any deficiencies found in supplied materials, and to work with suppliers to resolve these issues.
- document the above processes as required.

Signed:



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Evan Black (Chief Executive Officer)

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