

DTS Quality Policy

Dawson's Technical Services (DTS) provides asset management, consultancy services, detailed designs, manufacturing, installation, maintenance and repair of mechanical, electrical and civil equipment and systems found in industrial, commercial and public buildings and precincts. Core business areas include the HVAC&R, fire and smoke control, electrical power, lighting, control and telemetry and water infrastructure.

It is the policy of *Dawson's Technical Services* to provide efficient, prompt and reliable service through the use of qualified staff and effective work procedures.

We recognise that consistent product service quality will ensure a high degree of client satisfaction, repeat business and growth. We also recognise that quality is important to our clients so we ensure their requirements are suitably fulfilled, and we are committed to satisfying all applicable requirements. We provide customer satisfaction through our quality processes, co-ordination and quality service. We assure the quality of our products and services by following the requirements of the Australian Standards AS/NZ 9001.

Our key objectives are to:

- Ensure mistake free design, manufacture, sales installation and in the repairs process
- Ensure all products are correctly ordered and do not have to be changed or returned
- Achieve on time completion for every job
- Achieve client satisfaction

DTS will achieve these objectives by:

- Using the best quality products from reputable suppliers
- Design and manufacture products that exceed our client's expectations
- Complete installations and repairs in accordance with client specifications
- Provide adequate training to ensure the job is carried out by suitably qualified staff
- Ensure relevant inspections are carried out
- Encourages participation in the development of quality and continual improvement

All employees of our company are aware of these quality objectives and strive to meet them. The directors of our company are totally committed to the implementation, and maintenance of this quality system, and in turn, expect every employee to contribute and support, within their sphere of influence, our mission.

Evidence of the company's commitment to develop and continually improve the quality management system is through reviewing the quality objectives, improving them as required, through regular review meetings and internal quality audits, regular inspections of products, and implementing Corrective and preventative actions. Customer satisfaction is monitored through regular customer feedback. Corrective and preventative actions.



Evan Dawson
Director

Date: 13th October 2016