

# KJ Precision Engineering

## DRITEL QUALITY POLICY

KJ Precision Engineering (KJPE) supplies and maintains **Dritel** emergency telephones.

Our company objectives centre around:

- Consistently meeting and over delivering upon the requirements of our clients
- Growing and sustainable business by expanding our client base and profits
- Complying with our legal obligations
- Continually improving our systems through internal review
- Improving the performance of our employees by monitoring and improving productivity.

Specific details of objectives, how they are tracked and measured are maintained in the KJPE Quality Management System documentation.

We are committed to achieving high and consistent performance standards in every aspect of our work. A suitable environment and resources is provided in order to comply with the ISO 9001:2015 Standard in the following manner:

- Complying with client specifications and relevant statutory requirements
- Consistently meeting our clients' requirements
- Establishing and maintaining objectives and targets with the aim of eliminating inefficiencies
- Defining the roles and responsibilities of personnel
- Making available all operating instructions and directions to ensure product consistency
- Ensuring that purchased equipment and materials meet required standards and do not compromise quality
- Ensuring that providers of labour and contract services are appropriately qualified and competent
- Monitoring, inspecting, measuring and reporting the effectiveness of our quality management goals and system.

KJPE will continuously improve by using business plans, goal setting and performance measurement. This includes:

- Constantly updating all relevant and current information and resources necessary to support our operations
- Following a checks-based production process to ensure clients requirements are met
- Ensuring that staff and subcontractors fulfil the required standards through training and selection criteria
- Ensuring that suppliers are vetted and purchased materials are to required standards
- Maintaining routine quality inspection and testing practices to ensure required standards
- Monitoring customer and end-user satisfaction
- Monitoring internal processes, reporting any non-conformances or opportunities for improvement.

This policy is reviewed annually and any amendments will be incorporated in an updated policy.

Peter Thompson  
Managing Director  
KJ Precision Engineering Pty Ltd  
September 2022

