

# QUALITY POLICY STATEMENT

It is the policy of Bentley Workspaces to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations in commercial fit-outs and commercial furniture in Tasmania Australia.

## AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- Identify the changing needs and expectations of our customers
- Develop and maintain processes and procedures that ensure that these changes are accommodated
- Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- Provide quality products and services on time, and at the lowest cost, and
- Provide an employment environment where continuous improvement is encouraged.

## RESPONSIBILITIES

We, as a company will:

- Train all workers and contractors to identify areas where improvement can be achieved
- Remove wasteful and non-value-added steps and time in our processes where feasible
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

### Workers are expected to:

- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

AUTHORISED BY

  
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