

# Quality Policy

*"Our Products, Services and Solutions help our customers succeed"*

## Our Commitment:

William Adams Pty Ltd is committed to leading the industry by providing exceptional customer value through quality products, superior service, unrivalled support and technology solutions to its customers. This is achieved through the application of an effective business management system.

## Our Actions:

This Quality Policy will demonstrate William Adams' commitment to customer value by:

- Continuously improving and maintaining an effective business management system to meet our strategic and business objectives, in accordance with Australian Standard AS/NZS ISO 9001 requirements certified by an accredited third party auditor
- Promoting product quality and high service standards is the responsibility of each and every employee, supplier and contractor
- Ensuring continual improvement of work methods and processes through the compliance of applicable regulatory requirements at all company facilities and work sites
- Responding constructively and promptly to product quality and service issues, ensuring appropriate remedial action is taken to satisfy the customer concerns and corrective action is applied to ensure we negate any possible reoccurrence
- Understanding and delivering critical customer requirements, ensuring agreed commitments made with regard to design, function, reliability, appearance, quality and delivery are always achieved if not exceeded
- Partnering and supporting our suppliers to provide exceptional customer value through continuous improvement

William Adams Pty Ltd combines the efforts of all employees, customers and suppliers to ensure the effectiveness of this Policy



**Eddy Kontelj**  
Managing Director



**Dale Elphinstone**  
Executive Chairman

**William Adams**

