


Policy	<p>The shareholders and executive management of SM Automatic Doors Pty Ltd (SM Doors) are committed to the ideal of SM Doors as a Quality Organisation. Our company is well respected in its industries of operation, and intends to maintain and build upon it in the fields of commercial construction and refurbishment, automated access and security, manufacturing, warehousing and logistics, and import/export. SM Doors is committed to compliance with regulations, national standards, codes of practice and our client's requirements in the delivery of all of our products and services – without exception.</p>
As a company, SM Doors will	<ul style="list-style-type: none"> <li>• We will monitor and respond to changes in the compliance environment to ensure that as we take consistent steps to improve our effectiveness, we simultaneously maintain compliance at all times.</li> <li>• Provide the necessary resources, procedures &amp; facilities to deliver products and services that match or exceed the specified performance criteria</li> <li>• Empower &amp; support employees &amp; agents to enforce SM Doors' policy &amp; procedures, including stopping any work that they consider is incorrect.</li> <li>• Ensure that SM Doors' quality management practices are effective &amp; appropriate.</li> <li>• Provide opportunity, through consultative mechanisms, for quality-related matters to be identified &amp; resolved.</li> <li>• Produce safe products, &amp; provide information &amp; advice to keep them safe.</li> <li>• Review &amp; improve policy &amp; procedures at least annually, &amp; whenever an opportunity to improve is evident.</li> <li>• Monitor statistics and quality incident reports to identify trends in cause or performance, and initiate corrective action.</li> </ul>
Managers & Supervisors will	<ul style="list-style-type: none"> <li>• Identify, report &amp; monitor all situations that affect product and service quality</li> <li>• Encourage reporting of quality and process incidents, and maintain a "blameless" culture that focuses on essential factors, not individuals</li> <li>• Identify trends and take systemic corrective action to eliminate or minimise the potential for defects in our products and services</li> <li>• Promote product quality with employees &amp; contractors.</li> <li>• Involve employees in quality management matters, &amp; consult with them to continually improve</li> <li>• Provide &amp; maintain plant &amp; equipment in optimal working condition.</li> <li>• Maintain systems to prevent losses or property damage likely to be caused by product failures</li> <li>• Comply with statutory authorities &amp; confer with government bodies, &amp; industry groups to develop strategies for improving and maintaining product quality.</li> <li>• Actively manage &amp; audit SM Doors workers, subcontractors &amp; suppliers</li> <li>• Identify shortfalls in worker knowledge &amp; skill, &amp; provide instruction to maintain the required workforce competence</li> <li>• Communicate SM Doors' policy</li> <li>• Produce quality products &amp; provide advice for product maintenance</li> </ul>
Employees will	<ul style="list-style-type: none"> <li>• Have a sound knowledge of SM Doors rules, procedures &amp; practices</li> <li>• Follow approved work methods and procedures.</li> <li>• Ensure that before they start a new job they know how to do it correctly</li> <li>• Report any quality-related incident to their supervisor.</li> <li>• Submit their own ideas about how to improve quality to their work group, supervisor, or manager.</li> <li>• Inspect components before installing them, &amp; be mindful of how every step affects the quality of the finished product</li> <li>• Produce quality products</li> </ul>
Contractors & Suppliers will	<ul style="list-style-type: none"> <li>• Comply, as required in their contract, with SM Doors' quality management policies, procedures &amp; programs.</li> <li>• Observe directions from SM Doors' designated officers.</li> <li>• Take corrective action as identified in SM Doors Quality inspections &amp; audits.</li> <li>• Develop &amp; operate their own compliant &amp; effective Quality Management systems</li> <li>• Produce products &amp; deliver services that match the specification, without defect or flaw</li> </ul>

<p><b>Accountability.</b> I commit SM Doors to the implementation of this policy and to provide the resources necessary to achieve it. The Quality of SM Doors' output is key to our survival and prosperity.</p>	<p>Signed:   <b>Jeremy Michaelson</b>                  Director                  SM Automatic Doors Pty Ltd                  Dated: <u>14<sup>th</sup> April 2021</u>                  Next Review: <u>on or before 14<sup>th</sup> April 2022</u></p>
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