

Quality Policy Statement

JetBlack Plumbers specialises in preventative and reactive maintenance services plumbing contract and projects throughout Australia.

This statement recognises the requirements ISO 9001 and will ensure that JetBlack Plumbers:

- Will promote and communicate this Quality Policy to all company personnel;
- Commit to continually improving our quality management system, which provides the framework for our customer focused service delivery;
- Commit to advancing our quality management system and processes considering best practices available including technologies, current knowledge, understanding our customers needs and expectation and employee satisfaction;
- Deliver the companies vision and mission statement and upholding our corporate values;
- Provide quality workmanship by committed and trained franchise owners and employees;
- Provide value for money using quality products from our preferred suppliers;
- Provide training and resources to company personnel to ensure that work can be completed as per the customer expectation;
- Conduct regular audits of completed works to ensure that it is satisfactory;
- Satisfy applicable external requirements and relevant laws and regulations and internal requirements;
- Ensure that there are adequate resources, both technical and human in order to focus towards the prevention of quality deficiencies and satisfy the Company's vision;
- Set measurable objectives that will be continually monitored for improvement; and
- Commit to continually assess risk and opportunities and improve our quality management system and its processes to ensure we are delivering quality service that is efficient and scalable.

To achieve these objectives and satisfy the expectations of our customers, JetBlack Plumbers is committed to implementing and maintaining continual improvement of the Quality Management System and its Integrated Management System.

The successful operation of the quality management system relies upon the co-operation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of JetBlack Plumbers and the satisfaction of customers, stakeholders and employees.



CEO
Karla Kirch

Date: January 2025

Next Review Date: January 2026

