



## Quality Policy

Progress Switchboards & P.C.E. is committed to delivering our service, as agreed by contract, and at a quality standard that will at least meet or exceed our customer's expectations.

We will conduct our business in an ethical manner to sustain and enhance our services and customer relationships.

The quality policy will be communicated, understood and applied within organizations to enhance understanding of the quality policy, the procedures that flow from it, and their effective application.

We will establish an environment that is conducive to performance excellence.

We will continuously strive to improve our services and processes.

### Objectives

Our objective is to execute all our work effectively and efficiently the first time.

Progress Switchboards & P.C.E. aims to be recognised as a leader in service excellence:

- where employees are encouraged and empowered to show initiative
- where service quality is consistently exceeding client expectations
- which provides an environment for continual learning and opportunity
- which demonstrates a commitment to the environment and the community
- We will focus on the needs of customers and applicable statutory and regulatory requirements are determined and understood, that factors that affect service conformity and ability to enhance customer satisfaction are determined and addressed.
- We will continually review company operations through auditing functions, to ensure conformance to agreed requirements and targets, and implement initiatives to promote a trend of continuous improvement and enhance customer satisfaction.
- We will continually review this policy for continuing suitability with regards to our organization and its strategic directions

The quality policy shall be made available to employees and relevant interested parties and be maintained as documented information.

A handwritten signature in black ink, appearing to read 'Austin Fagan'.

Austin Fagan  
Director  
12<sup>th</sup> August 2024