

POLICY

CORP-QA-POL-001

Quality Policy

Energy Power Systems Australia Pty Ltd (EPSA) is committed to conducting its business activities in a responsible manner to provide products and services which satisfy agreed customer requirements. The satisfaction of our customers and the efficiency of our operations are an endorsement for the sustainability of our success.

In support of our vision “We Give Our Customers the Power They Need”, EPSA has a Quality Management System based on ISO 9001:2015. This policy is central to the delivery of our commitment to customer satisfaction and continuous improvement.

EPSA’s Values and Behaviours statement reflects our expectations: Performance - Delivering for Customers and the Business. We recognise that “Together We Are Better” and strive to: Partner with the right experts, collaborate with dealer partners, embody “Proudly Cat @”.

Scope

This policy applies to all employees and contractors, who perform work for or on behalf of EPSA. They are referred to as “team members” for the purposes of this policy.

Purpose

The purpose of this policy is to provide clear guidelines of what is expected in regard to quality management within EPSA.

EPSA commits to:

- The satisfaction of customers, both external and internal, is the primary focus of the quality management system;
- Systems and controls will be designed to ensure complete understanding of customer requirements and to provide a framework for setting quality objectives;
- Suppliers are integral to the quality process and are an important part of our quality framework, we will work closely with them to meet customer’s needs;
- Team members will be encouraged and empowered to participate in quality improvement activities through training, teamwork and consultation;
- The management team is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example; and
- Periodic review and audits will be undertaken to understand and monitor our performance against this policy and to allow continuous improvement of the quality management system.

EPSA’s management team is accountable for the implementation of this policy and associated procedures and for demonstrating quality leadership.

Application

This policy does not form part of a team members contract of employment. It should be read in conjunction with the team members employment contract, position description, and all other relevant policies and procedures. EPSA may make additions or alterations to this policy at any time.

Grievances

All disputed aspects of the policy should be referred to the relevant line manager in the first instance. Escalated issues should be referred to the General Manager, who will work with the Human Resources team. If the dispute is not resolved at that level, then it will be referred to the Managing Director for final determination.



Chris Murray
Managing Director

18 March 2024

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Revision Change Details

1.0	New document format - Reviews Changed to Annually
2.0	Reviewed no changes
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4.0	Added – Scope, Purpose, Application & Grievances