



QUALITY POLICY STATEMENT

Latrobe Valley Insulation Pty Ltd is committed to providing the highest possible quality and reliability of services to the Construction & Power Industry, in order to obtain new customers and retain existing ones.

Latrobe Valley Insulation Pty Ltd is committed to continuous improvement in quality with the goal of **meeting or exceeding our customers' expectations.**

Improvement in quality is the job and obligation of every Latrobe Valley Insulation Pty Ltd employee.

Our commitment to quality improvement will lower costs by eliminating errors, resulting in the best service at the lowest cost with the highest degree of customer satisfaction.

To achieve the above, Latrobe Valley Insulation Pty Ltd will:

- ◆ Make quality work the joint responsibility of Management and employees. Our commitment is to utilise every available means to **do it right the first time.**
- ◆ **Maintain quality goals and objectives as set out in our Strategic Plan.**
- ◆ Ensure that customer expectation, as well as specifications, are an integral part of every program.
- ◆ Apply a quality planning system to ensure effective implementation of every new program to meet our Quality goals.
- ◆ Commit to an ongoing training program for all new and existing employees.
- ◆ Promote quality awareness and employee work involvement in quality improvement programs.
- ◆ Maintain a committed Quality Management System to ISO 9001:2008

Nick Iacovou

Managing Director – Latrobe Valley Insulations Pty Ltd
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