

Quality Statement

Policy

The Heatrae Sadia Quality Management System, which includes this Policy, provides the framework through which a formal and continuing program of review is adopted and fully supported so that products, services and the effectiveness of systems, policies, objectives and targets may be continually measured and improved.

Heatrae Sadia defines Quality as conformance to our key Stakeholder's needs, both internally and externally, and as conformance to all defined quality system requirements. Consequently, we recognise the value of our customers and the impact of our activities upon them.

Objectives

- To establish and communicate business related objectives and risks with relevant functions and levels within the company and to continually seek opportunities for improvement.
- To promote a culture and environment that is conducive in delivering Customer delight.
- To ensure that the requirements of all products are fully defined and visible to the appropriate Stakeholders and that they meet or exceed the requirements and expectations of our Customers.
- To involve all relevant personnel in identifying the skills and competence they require, and to utilise formal training systems for the achievement and progression of objectives.

Paul Rivett
Managing Director

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