

QUALITY POLICY

Lancaster & Associates provides a specialised service catering to the management needs of businesses. These services include management system consultation and auditing.

We are committed to:

- Comply with requirements and to continually improve the effectiveness of our management system to ensure sustained profitable growth.
- Satisfying requirements applying to our management system.

To achieve this commitment, we have established an integrated management system that is based on the requirements of ISO 9001, ISO 45001 and ISO 14001.

Management and employees:

- Are expected and encouraged to strive for excellence in both our product quality and customer service.
- Understand the importance of meeting customer as well as statutory and regulatory requirements.

The main objective of Lancaster & Associates is to provide products/services to specification and "fit for purpose". Additional goals and objectives are defined in the Objectives Plan. The Management System supports our strategic direction and commitment to achieving our objectives.

Our goals, objectives and strategic direction are reviewed during the Management Review process to ensure suitability to purpose and context of our organisation.

This policy is included within our induction process to ensure it is communicated and understood throughout the organisation and is available to interested parties. Company policies are reviewed during our Management Review process to ensure continuing suitability.

Personnel selection, training, and constructive discipline are addressed in a way that enhances our management system.



Lisa-Maree Louis

Managing Director
Lancaster & Associates Pty. Limited

Thursday, 8 June 2023