

QUALITY POLICY

Lancaster & Associates is dedicated to delivering high-quality management system consultation and auditing services that meet customer expectations and regulatory requirements.

Lancaster & Associates is committed to:

- Complying with statutory, regulatory and other applicable requirements relevant to our Management System.
- Identifying and managing business risks to ensure long-term sustainability.
- Delivering high-quality products and services that meet or exceed customer expectations.
- Continuously improving our Management System to enhance efficiency, quality, profitable growth and customer satisfaction.

Management and employees are expected to:

- Strive for excellence in product quality and customer service.
- Understand the importance of meeting customer as well as statutory and regulatory requirements, contributing to the achievement of business objectives.

To achieve this, we maintain a Management System aligned with ISO 9001, ISO 45001 and ISO 14001 requirements. This system supports our strategic goals and ensures alignment with the context of our organisation, encouraging sustainable growth and continuous improvement.

Our primary goal is to provide “fit-for-purpose” products and services that meet specifications. The Objectives Plan defines measurable objectives, aligned with our strategic direction, and is reviewed during Management Reviews to ensure continuous improvement. A process-based approach ensures consistency in service delivery, with regular performance reviews driving continuous improvement.

This policy is included in our Induction Process to ensure it is communicated and understood across the organisation. It is also made available to interested parties upon request, ensuring transparency and accessibility, and is reviewed our Management Review process to maintain its relevance and effectiveness.

Personnel selection, training, and constructive discipline are managed in a way that supports and enhances the quality program.



Lisa-Maree Louis

Managing Director
Lancaster & Associates Pty. Limited

Wednesday, 12 February 2025