



Quality Policy

Stewart & Heaton is an Australian owned company providing functional, high quality, innovative and cost effective uniforms, workwear, protective and other clothing to government and industry.

Our quality objective is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of our customers and meet the goals of the company's strategic plan.

Commitments

- Enhance customer satisfaction through the effective application of the quality management system and by providing a superior service.
- Understanding, responding to, and exceeding the needs and expectations of our customers.
- Maintaining and continuously improving a quality management system that complies with ISO 9001:2015.
- Establishing measurable objectives and targets to ensure continued improvement.
- Compliance with legislative requirements, current industry standards, contractual and other requirements that are applicable to Stewart & Heaton.
- Ensuring all personnel have the required skills, competencies and knowledge to do the job.
- Ensuring awareness, acceptance and implementation of quality systems to our personnel, contractors and suppliers.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Encouraging personnel to participate in quality improvement initiatives.

Responsibilities

To achieve these commitments, management will:

- Demonstrate leadership in developing an effective quality assurance culture.
- Take accountability for the effectiveness of the QMS
- Reflect an interest in the quality of our services that is vocal, visible and continuous
- Value the input of workers
- Provide adequate resources to continually review and improve our business process;

All personnel have a responsibility to:

- Maintaining professionalism
- Following applicable procedures
- Improving the quality of our services
- Reporting non-conformances and complaints immediately.

Authorised by
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Managing Director