



The Hi-Quality Group recognises that future success depends on earning and maintaining the confidence of its customers by consistently providing products/services in accordance with specified client requirements.

Our quality policy objective is to meet or exceed our customer requirements and expectations in a proactive, professional, and cost-effective manner.

**To achieve this objective, we will:**

- ✓ Establish, implement, and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2015.
- ✓ Set objectives and targets to measure our performance and identify opportunities for improvement.
- ✓ Provide adequate resources to regularly review business operations and processes to identify and implement opportunities for improvement.
- ✓ Educate our workforce and encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- ✓ Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

**Patrick Hallinan**  
Managing Director

**Stephen Hallinan**  
Group Business  
Development Manager

**Greg Leghissa**  
Chief Operating Officer

