

QUALITY POLICY

Hender Lee Electrical provides a range of high quality **electrical engineering services**. These are managed through **the Management System**. This System uses the framework of the ISO 9001:2015 standard for quality management systems and applies Hender Lee's Strategic Business Plan. Hender Lee Electrical provides services in **procurement, project management, supply, installation and maintenance** of;

**Electrical, Instrumentation and Power distribution systems,
Industrial, Mining, Process and Non-Process Infrastructure Electrical projects,
Electrical / instrumentation control gear and equipment.**

These exceed **client expectations** in cost efficiency, service and product quality. **Quality, profitability, efficiency, client satisfaction, and safety** are essential to our business. For this reason, we have established these objectives which we strive to achieve:

- Provide product and **services to specification 100% of the time;**
- Complete the Project **within budget** 100%;
- **100% deliver the Project on time;**
- **Keep our customers 100% satisfied with what we do;**
- **Control process risk to an acceptable level as recorded on our Process Risk Register;**
- **Protect worker health and safety through application of our OHS Management System.**

Each person in the company is responsible for the quality of work performed by that person and Procedures are devised to provide a dedicated team approach to excellence which is the standard of quality to be achieved by the company. Everyone is inducted in the Management System and is aware of this Quality Policy which they support.

The General Manager is the **Management System Manager** of the company and has the final authority on Quality System decisions. **This Manager ensures the Quality Policy is suitable, and shows leadership and commitment in maintaining, reviewing and making practical continual improvements** to the Management System. The Quality Policy is made available to interested parties.



Allan Hender, Managing Director
5th March 2021