

Quality Assurance

O'Donnell & Hanlon is a construction company providing services for the development, construction and maintenance of a wide range of commercial, industrial, institutional and selective residential buildings. We are committed to construct and/or maintain our client's facilities skillfully and professionally to satisfy their and end users' needs. In achieving these goals, O'Donnell & Hanlon is committed to complying with the requirements of AS/NZS ISO 9001 Quality Assurance.

Our quality objectives are to

- Comply with legislative obligations, standards, specifications and codes of practice relevant to quality management.
- Maintain, monitor, review, audit and continually improve the Quality Management System consistent with certification requirements of AS/NZS ISO 9001.
- Engage suitably qualified, skilled and experienced people.
- Maintain Best Practice certification with the NSW Public Works.
- Implement an Integrated Management System comprising Quality Assurance, Work Health & Safety and Environmental that aligns with current best practice.
- Provide adequate resources to implement and maintain the Quality, Environmental and WHS Management System.
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In achieving these objectives O'Donnell & Hanlon will

- a. Assess the necessary inputs and outputs.
- b. Assess the sequence and interaction of its processes.
- c. Apply suitable monitoring and measurement indicators needed to ensure the effective operation and control of proposed processes.
- d. Allocate the resources needed.
- e. Assign responsibilities and authorities.
- f. Address risks and opportunities for each contract.
- g. Evaluate and implement any changes needed to ensure that all processes achieve their intended results.

All personnel are requested to cooperate with and assist in achieving these objectives. The support of our workers, suppliers and subcontractors is sought through education and training to continually improve the skills of our people, awareness and knowledge of quality issues and practices.

Consultation and input of ideas is critical to our success. If there is a better way of doing the task or process staff are encouraged to present their ideas or request changes during audits or consultation with their supervisor. By identifying, investigating, reporting and resolving all non-conformances and taking action to prevent recurrence O'Donnell & Hanlon Pty Ltd will continually improve the Quality Management System.

O'DONNELL & HANLON PTY LTD



Michael O'Donnell

Managing Director
20th March 2017