

## Quality Assurance

O'Donnell & Hanlon Pty Ltd 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 Pty Ltd 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:-2016.
- Engage suitably qualified, skilled and experienced people.
- Maintain Best Practice Certification with NSW Procurement.
- 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.

In achieving these objectives O'Donnell & Hanlon Pty Ltd will:

- a. Assess the risks and opportunities.
- b. Assess the necessary inputs and outputs to achieve requirements.
- c. Review the sequence and interaction of our processes.
- d. Apply suitable monitoring and measurement indicators to ensure the effective operation and control of proposed processes.
- e. Allocate adequate resources in an effective manner to achieve requirements.
- f. Assign responsibilities and authorities.
- g. Promote Continual Improvement within our business.
- h. Ensure our Quality Assurance Policy is communicated and understood throughout the organisation.

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  
23rd March 2019