



1.3.1 Quality Policy

The Dongara Marine Quality Policy is to surpass customer expectations in the performance of our vessels, construction expertise, maintenance reliability and expertise together with cost effectiveness.

All levels of management, supervision and personnel are to be committed to this quality policy and full compliance with ISO9001:2015, all legal requirements including relevant legislation, Codes of Practice and Australian Standards including the NSCV; and customer requirements.

Our Quality Policy commits us to:

- Continuous improvement of our quality system performance;
- Reviewing our performance against measurable quality objectives quarterly in regularly convened Directors Meetings and identify key areas for improvement based on performance and feedback;
- Review all non-conformances and implement review findings to ensure highest possible quality standards are maintained;
- Review our quality policy, processes and procedures at least annually in the Management Review Meeting to ensure effectiveness of the overall management system;
- Conduct annual Internal Audits of the Quality Management System contained in the system to identify and eliminate and/or control those conditions or work practices potentially detrimental to a quality outcome;
- Establish a quality management process and foster a culture of continuous improvement through training, planning and good communication;

The success of our Quality Management System is dependent on:

- Pro-actively determining customer requirements and planning of all work activities to ensure client satisfaction;
- Ensuring the work team is totally committed to achieving our objectives;
- Ensuring that open and honest communication exists between management and all employees;
- Ensuring that risk-based thinking is intrinsic to all we do.

01 June 2019

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Rohan Warr

Date

Director

Dongara Marine Pty Ltd