

# QUALITY POLICY

We are committed to delivering the highest standards in all that we do. Our goal is to meet, or exceed, our customers' expectations. We look for new ways, new ideas and improvements that will change the results for the better. We are committed to a quality culture of excellence, innovation and continuous improvement - backed up by a comprehensive quality management system including documented systems, processes and procedures.

**OUR COMMITMENTS WILL BE DEMONSTRATED IN THREE KEY AREAS:**

## COLLABORATIVE ENGAGEMENT

- Ensuring our customers' needs and expectations are clearly understood
- Engaging with customers, employees and subcontractors, incorporating their ideas into quality initiatives
- Engaging with suppliers and subcontractors to ensure their products and services meet quality requirements.

## PROACTIVE APPROACH

- Identifying, reporting and investigating all errors and incidents, and taking action to prevent recurrence.
- Establishing goals and targets at all levels and providing leadership that ensures quality objectives are met.
- Establishing and maintaining appropriate controls and conducting regular, periodic reviews to meet our quality targets.
- Consistently striving to improve our quality through educating and training our staff, enhancing awareness and participation in continuous improvement programmes, and sharing our knowledge of quality practices.

## PROCESS FOCUS

- Complying with all statutory obligations, standards, codes of practice and specifications
- Maintaining a robust system of both internal and accredited external audits, investigating review findings, taking appropriate corrective actions and incorporating any learnings into our quality management system
- Regularly monitoring performance and annually reviewing this policy to ensure the ongoing suitability of the business management system
- Reset objectives and targets to drive continuous improvement that is consistent with the requirements of AS/NZS ISO 9001.



**Peter Carnahan,**  
*Chair, Delta*



**Mike Costelloe,**  
*Chief Executive Officer, Delta*