

Business Values Policy (POL0001)

1 Business Values

Cromarty strives to be the best in every aspect of our business, by fostering a culture of trust, responsibility, expertise, high expectations and open communications with our customers and suppliers.

It is our policy to maintain an efficient and effective quality management system, which meets the compliance requirements of the international standard ISO 9001:2008; and to provide products and services that regularly exceed our customers' requirements and expectations, as well as conforming to legislative and industry-accepted practices and regulations.

We understand the value and importance of continual improvement. By setting goals and objectives throughout our business operations, we shall ensure that our customers' expectations are always met.

We expect the high standard of quality of every product and service that we provide brings value to our customers and justifies their decision to choose us for automation and instrumentation products and services. We will continue to improve our quality so that our customers can maintain the highest level of confidence in our solutions.

2 Quality System & Values

Cromarty is committed to establishing and maintaining a quality standard which meets or exceeds ISO 9001:2008 standards. Our Business Values Policy is to fully support and provide the necessary resources for the implementation of the quality management system. This policy shall be communicated, implemented and maintained at all levels of our company.

Our company has invested in significant resources to ensure that our customers are not only aware of the importance of our commitment to quality, but are actively involved in the continuous improvement of all aspects of our quality system through a feedback mechanism.

3 Objectives & Targets

Business Goal To grow our business and profitability by getting it right first time, every time and continually striving to exceed customer expectations whenever and wherever possible.	
Ethical Business <ul style="list-style-type: none"> We act with integrity and professionalism towards our customers and work colleagues. We keep our commitments. We meet all applicable legal and statutory requirements. 	Continual Improvement & Innovation <ul style="list-style-type: none"> We aim to continually improve business performance, processes, products and services through management review of our Business Systems. We search for new products and processes to improve our solutions adding value for customers.
Customer Focus <ul style="list-style-type: none"> Customer requirements come first. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our flexibility – both as individuals and as an organisation. We communicate in a timely, effective and respectful manner. We value and build customer & supplier relationships. The success of our business depends on the satisfaction of our customers 	Teamwork & Skills <ul style="list-style-type: none"> We support and rely on each other. We value clear and open communication. We value the differences in people and perspectives. We promote a training culture focused on continual improvement.
Business Management Process <ul style="list-style-type: none"> Our business system conforms to the requirements of ISO 9001:2008, ISO 14001-2004 & AS/NZS 4801:2001 Quality derives from a management / staff commitment to service and excellence. We focus on practical processes to ensure consistent results. 	Safety <ul style="list-style-type: none"> We will identify, document and implement mitigation measures for all hazards and risks associated with our business activities; We aim to maintain a Zero Harm record and to develop and implement safe systems of work for all projects undertaken by the company.

Signed:  (Managing Director)

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