



Quality



Quality – Policy Statement

Quality is integral to everything we do and is fundamental to our long term success as a company. Walker Newman and Associates Pty Ltd is an ISO 9001 Quality Endorsed company, committed to delivering work to our clients of consistently high quality, on time and at the best value for money available in our industry. It is more important to Walker Newman and Associates Pty Ltd to do a good job every time, than to make a profit on every job.

We achieve this by:

- Employing personnel with the appropriate experience, skills, qualifications and aptitude for the activities they undertake.
- Leveraging the body of knowledge of our staff and previous WNA activities to maximise outcomes for our clients.
- Ensuring that we understand our clients objectives, requirements and expectations before we start any work.
- Working closely and collaboratively with our clients/suppliers/stakeholders throughout the full engineering/support cycle.
- Employing rigorous 'engineering' processes with structured 'witness & hold' points in the development of deliverables/project execution.
- Ensuring decisions/designs/deliverables are well documented.
- Constantly striving for continuous improvement according to the Plan-Do-Check-Act methodology. Undertaking an objective post project review for all major activities.
- Building long term relationships with our clients enabling efficiencies to be gained through retaining a substantial awareness of their systems/infrastructure arrangements, people, procedures and policies.
- Being independent of products, suppliers and service providers. Every decision/recommendation we make has to be in the best interests of our clients.
- Employing consistent, repeatable processes based on ISO 9001.
- Not undertaking work/projects which we are not experienced in.

Authorised by: **Rick Newman, Director**

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