Quality
Golden Rules

1. Plan Plan Plan

Always start right and check the job - where applicable check the ITP and participate in planning the daily work.
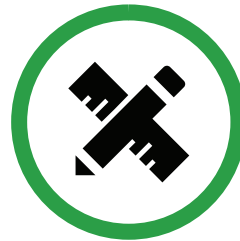
2. Leading

Everyone leads and owns quality and follows our quality systems.

3. Responsibility

We are all responsible to deliver a quality product to our client and will make quality part of our DNA.

4. System

Always check the system requirements for your job and tailor this to where applicable to meet the clients requirements.

5. Personnel

Select your team, know your team, know their skills and support each other to deliver a quality product. Always ensure the right training is provided to support a quality product.

6. Prevent Non Conformance

Build a culture of "right first time" to minimise cost, wastage and re-work.

7. Measure

Step back, check your work, complete the planned inspections and carry out verification established for the task.

8. Equipment

Always check that the equipment used is calibrated and meets the standards to deliver a quality product.

9. Materials

Always check that you have the right materials to do the task and that records are kept. Always check that materials are stored correctly and used to avoid waste and damage.

10. Continual Improvement

Always report quality issues to ensure the necessary corrective and preventative measures can be implemented and the lessons shared across the business. Investigate significant quality failures where appropriate and revise the plan.

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