



ASSET MANAGEMENT & PROJECT SERVICES

Quality Policy

Policy Statement

Gap Industries maintains a commitment to a high standard of service and product. Gap Industries have branded our quality commitment 'The GAP Way'. The GAP Industries mission statement outlines our commitment to quality. The GAP Industries Quality Objectives outline four areas of focus in maintaining quality.

Connected Documents and References

- Quality Handbook
- Business Plan
- Integrated Workflows and Business Process (includes high level workflows)
- All interrelated policies
- Management Meeting Agenda, Minutes and Report Templates/Actions

Policy Scope

This policy applies to all Gap Industries managers, employees and extends to contractors as engaged by Gap Industries. We are committed to ensuring that our quality management system is effective and efficient, and we regularly review and update it to reflect changes in our business and the external environment.

Our quality policy is based on our quality objectives, as depicted in our 'Company Framework' our policy incorporates and is a guiding document for our High-Level Workflows and Business Processes (see Integrated Workflows and Framework document).

Authentic Customer Service is our key mission:

- We are committed to providing Authentic Customer Service as per our mission statement. We maintain this commitment via our Quality Objectives and review this at our quarterly management meeting.
- We continuously improve our processes and systems to enhance efficiency, effectiveness, and quality.
- We comply with all applicable legal and regulatory requirements related to our products and services.
- We promote a culture of quality throughout our organization, with a focus on teamwork, communication, and continuous learning.

Policy Commitments

- In accordance with our Mission Statement, we commit to providing authentic customer service. This is maintained and monitored by our Quality Objectives, Customer Feedback collection and managed via the quarterly management meeting.
- In connection with the Gap Industries Business Plan and Gap Industries Quality Manual, this policy will guide and direct operations linked to the High Level Workflows, End to End Processes and all accompanying policies.
- Maintain and continuously improve a quality management system that meets the requirements of ISO 9001.
- Follow all agreed process and statutory and regulatory requirements related to the service and product offered.
- Train and develop all employees, managers, and contractors to carry out operations safely in line with expectations.
- Ensure managers and employees at Gap Industries participate in the continuous improvement cycle initiatives such as project lessons learnt, quarterly management review meetings, weekly stand up and stand down meetings.
- Adhering to and achieving the GAP Industries Quality Objectives.
- Employees and Employer have a legal obligation to conform with the Electrical Safety Regulation 2013- Electrical Safety Act 2002 and Standards of their given trade

Quality Objectives

The Gap Industries quality objectives form the basis of focus areas and are reviewed every 12 months to ensure continuous improvement. The quality Objectives are monitored by a tracking tool by the managing director and are reviewed monthly and is also a standing agenda item at the Quarterly Management Review meeting.

Objective	Measurement	Performance Indicator	
		Monthly	Annual
Customer Feedback	Feedback Responses (Staff Feedback Collection)	1	
	Feedback Responses (General Feedback)		5
	Compliant Resolution	100%	100%
	Service Satisfaction Measurement (Question 4 of Feedback Form)		Average rating - 8
Purpose Driven Team	Employee Overall Satisfaction Survey		Average 8
	Employee Training Hours		16hrs
	Mandatory Training (LVR, CPR)		100%
	Employee Performance Review Current		12 Monthly
Quality	All corrective actions closed out with in 30days	0 CA's after 30 days	
	Defects through quality walkthrough trending down	<20	<240
	Project Delivery	No red Status	
	Assesst Service Site call back rate	0	
Safety	Zero Incidents	0	
	All site-specific SWMS and Risk Assessments completed before works commence (complaints from clients & Risk Assessment Inspection)	0	

Figure 1.0 Gap Industries Policy Objectives "The Gap Way"

Management Responsibilities and Continuous Improvement

Gap Industries carries out a quarterly review meeting in which the management team follow a standing agenda that requires assessment of operations in seven key domains:

- Financial
- Customer Feedback
- Projects and Assets updates
- People
- Risk and Safety
- Continuous Improvement Cycle
- Immediate/Urgent actions required

The Gap Industries management team is responsible for ongoing actions and improvement initiatives to be carries out and followed up each review meeting.

The continuous improvement cycle is included the standing agenda items of the management quarterly review meetings and is maintained and reported on via the Corrective Actions and Meeting Actions standing agenda items at the management review meetings.

Employee Responsibilities

In accordance with the HR Performance and Development Policy, the Performance, Training and Development Framework provides the guide for each employee to undertake the training and development activity relevant to their position. This includes a requirement for identification of appropriate goals and be working toward improvement in the agreed domains with manager.

All employees are expected to:

- Maintain a high level of technical and operational knowledge
- Ensure quality is maintained at each job site and keep up to date with all staff news posts relating to the quality management system via SharePoint.
- Be familiar with the Gap Industries Quality Handbook
- Report incidents and safety risks
- Adhere to The Gap Way quality objectives and work towards improvement

Internal Audit

Gap Industries follows ISO 9001 standard requirements for ongoing internal audits and utilises the Gap Industries corrective actions log to ensure ongoing quality improvement. See also (Gap Industries Internal Audit policy). Internal Audit follows a quarterly standards audit using the Internal Audit Checklist and is reported on via agenda item 12 of the quarterly management meeting. Major Non-Conformance that is at risk of catastrophic or serious consequences is also referred to the GAP Oversight Committee.

Approval January 2022

Signed:



Daniel Murray
Managing Director

Review & Updated: April 2023

Signed:



Daniel Murray
Managing Director

Review & Updated: March 2024

Signed:



Daniel Murray
Managing Director