

Quality Policy

Newlands Civil Construction Pty Ltd & Newlands Commercial Construction Pty Ltd (NCC) are committed to providing consistent and reliable high-quality products and services to our clients. NCC will maintain accreditation to ISO 9001:2015 with a focus on continually improving the Quality aspects of the Integrated Management System (IMS).

Because we believe that satisfying our clients and their expectations is vital to our success, NCC Top Management gives unqualified support to all aspects of the system by ensuring appropriate resources are available, not only through financial commitment, but by an active demonstration of leadership commitment to Quality management. In addition, NCC expects active and positive participation from every employee and contractor.

The objectives of our Quality Policy will be achieved through:

- Establishing, monitoring and reviewing measurable objectives and targets to ensure continued improvement
- Working closely with our clients and reviewing feedback
- Maintaining communication with interested parties
- Complying with acts and codes applicable to our organisation
- Monitoring, auditing and improving processes and procedures to ensure risk are as low as reasonably possible
- Ensuring non-conformances are acted on in such a manner as to reduce the impact on our client
- Continually improving the IMS in its scope and effectiveness
- Involve all NCC personnel in the process by means of training and communication

Employees are expected to:

- Perform all work activities to a high standard
- Minimise errors and rework
- Focus on satisfying client requirements
- Identify and address improvement opportunities that move the organisation forward and increase client satisfaction
- Follow all work practices designed to improve quality outcomes



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