



TrueBlue Traffic Management Pty Ltd
PH: 1800 746 482
WEB: www.tbtraffic.com.au
EMAIL: traffic@tbtraffic.com.au
ABN: 32 682 968 538
ACN: 682 968 538

QUALITY POLICY

TrueBlue Traffic Management is providing traffic management on and around various work sites including gas, civil construction, new building developments and road works. TrueBlue Traffic Management can provide clients with a complete traffic management service including local council and Main Roads permits, traffic management plans and a full range of signage.

We will provide an excellent service through good management of our activities enhanced by our quality management system. The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce services that we can justifiably be proud of. The company aims to achieve the above by implementing a management system that complies with the international standard ISO 9001. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also, to continually develop the system and helping to ensure it remains effective.

Only by providing an outstanding service and will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. We continually communicate the requirements of the Quality Management System to all employees, sub-contractors and suppliers. TrueBlue Traffic Management regularly conduct annual reviews of the Quality Policy and ensure that continual improvement of the Quality Management System is paramount.

Ensuring we are fully committed to good occupational health and safety practices compliant with Queensland requirements.

While we endeavour to offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The General Manager is responsible for monitoring the quality system and reports regularly to the Director on the system's implementation, status and effectiveness.



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The objectives of this company are set out in detail in the Business Plan. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

The quality objectives of TrueBlue Traffic Management are:

- To achieve client satisfaction and obtain positive referrals from past clients
- To maintain a consistently high level of service
- To continually improve and maintain the Quality Management System
- To provide a recognised standard of service
- To continually improve business efficiency.

Management of TrueBlue Traffic Management will demonstrate its commitment to comply with requirements and continually improve the effectiveness of the Quality Management System by; establishing and continually reviewing quality objectives, which are documented within our Business Plan.

TrueBlue Traffic Management are excluded from the following clauses from ISO:9001 Standard:

- 7.1.5 Monitoring and measurement resources – TrueBlue Traffic Management acknowledges that we have no products or equipment that requires calibrations.
- 8.3 Design & Development – TrueBlue Traffic Management acknowledges that we do not conduct any design or development within our company.

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Luke Hando
Director
TrueBlue Traffic Management