

AG HOLDING

QUALITY POLICY



AG Holding will conduct all our business in a manner that consistently meets or exceeds the requirements set by our stakeholders, Australian legislation and the AS/NZS ISO9001:2016 and AS/NZS ISO 3834:2008 standards. To achieve this, we are committed to delivering excellence and the continual improvement of all operations, products and services.

To achieve this goal, we recognise that the quality benchmark for our operations, products and services is determined by our customer's needs and expectations.

Our strategies are to:

Provide high quality by:

- Identifying the changing needs and expectations of our customers
- Developing and maintaining processes and procedures that deliver quality performance across all operations
- Achieving and maintaining a level of quality which promotes the company reputation with its clients.
- Resolve client, employee and supplier queries promptly and in a friendly manner
- Train all workers and contractors to identify areas where improvement can be achieved
- Ensure high levels of management and staff involvement in all operational aspects
- Providing quality products on time and within budget
- Continuously engage all stakeholders in meaningful consultation and communication
- Remove waste and non-value adding steps in our processes wherever feasible
- Providing an employment environment where true quality and continual improvement is nurtured

Review our quality system by:

- Reviewing our Quality Policy at least annually in consultation with our staff and clients seeking feedback on how we can improve in all aspects of our business
- Reviewing the effectiveness of the Quality Management System annually
- Measure our overall performance and use this information for the continual improvement of our manufacturing services and integrated management system.

LASER CUTTING

SHEETMETAL

FABRICATION

POWDERCOATING