



Quality Policy

In-Tec is a commercial cleaning company operating in Brisbane and South-East Queensland. In business for over 30 years, In-Tec provides office and amenities cleaning, periodical cleaning, and supply of hygiene consumables to a range of clients on a 24/7 basis.

In-Tec has a strong commitment to its three core values of traceability, accountability and transparency. In order to deliver its core values, with the ultimate outcome of customer satisfaction, In-Tec has established its integrated management system (IMS) incorporating the requirements of the standard for quality management systems, ISO 9001:2015.

In line with the requirements of the standard and those arising from its core values, In-Tec commits to the following:

- Complying with and satisfying all relevant legislation, compliance obligations and other requirements placed upon In-Tec by statutory and regulatory authorities, customers, standards, itself, and relevant others
- Exemplifying honesty in all of our customer interactions
- Delivering quality products and services
- Providing outstanding customer service and care
- Maintaining and continually improving the IMS.

As one means of facilitating quality management and achieving continual improvement, In-Tec sets itself quality objectives at relevant functions, levels and processes, which it endeavours to achieve. Measurable quality objectives, including those directly traceable to its core values, are recorded in the organisation's Strategies and Objectives Register. Regular monitoring of objectives is completed by top management, and review for achievement is conducted at IMS management reviews.

This policy has been implemented and communicated throughout In-Tec and is made available to workers and interested parties. It is reviewed for continuing suitability, relevance and appropriateness via IMS management reviews.

Authorised by

A blue ink signature of Paul Schokker, consisting of several loops and a long horizontal stroke.

Paul Schokker
Director
In-Tec

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