

QUALITY POLICY

Frontline Fire & Rescue Equipment (FFRE) – based in Perth, Western Australia, and specialising in the design, fabrication and supply of new, and the refurbishment of used, fire, rescue and emergency vehicle bodies; the supply and service of fire, rescue and emergency equipment; and waterjet cutting services - believes that providing a quality product and service is the centre of what our organisation does in accordance with ISO 9001:2015 Quality Management Standard.

Our aim is to provide our customers with products and services of the highest standard, supplied to the agreed specifications, delivery schedules and budgets.

We aim to continually improve the service we provide to our customers, and to deliver finished products that we can be proud of.

FFRE is committed to:

- Implement and strive for a consistent, planned approach to our routine work systems, processes, and procedures
- Achieve excellence in understanding and meeting the requirements of our clients
- Continually improving business standards and efficiencies
- Continuous improvements in operational competence through feedback.
- Commit to comply with relevant client, legislative, ISO 9001 and other requirements.
- Communicate this policy to all employees and consultants through appropriate communication methods.
- Ensure that our people are trained in all responsibilities and are directly accountable for implementation of the QMS in their area of influence.
- Establish achievable and measurable Key Performance Indicators (KPI's) and targets across the business.
- Assess Client satisfaction on an ongoing basis.
- Regular review of progress and performance.
- Commitment to work together as a team to provide solutions and encourage all stakeholders to become actively involved.

All FFRE staff and contractors:

- Are responsible for the quality of their work, and
- Are accountable for meeting or exceeding our customers' needs and expectations.



Simon O'Hart

General Manager
Director

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