

Quality Assurance Policy

Coates Civil Pty Ltd is committed to:

- Providing customers with professional plumbing, civil work and demolition services which meet requirements and are fit for their purpose.
- Coates Civil Pty Ltd will consistently provide services that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable each employee to do their job right the first time and every time.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
- Rigorously controlling the supply, installation and completion according to program of all projects.
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

To achieve the above, we will provide the necessary resources, skills and training to assist all stakeholders to work in accordance with our management system developed in accordance with ISO 9001.

Authorised by:



Nathan Coates
Managing Director

1/11/16