



MENARD BACHY

Quality

We will continually develop effective processes to achieve, maintain and prove compliance whilst also meeting customer requirements.

We have established objectives to:

- Recognise the value afforded to our business by clients
- Develop our people continually
- Quantify the expectations of interested parties and exceed them
- Continually improve our services whilst leading the market in both price and functionality
- Communicate effectively and efficiently with internal and external stakeholders

In order to achieve these objectives, we will:

- Design, develop and document our Management Systems in conformity of requirements
- Establish measurable Objectives and Targets which are congruous with our Mission, Vision and Operating Philosophy, driving them down through our organisation
- Assist our suppliers and partners to achieve a higher level of client satisfaction
- Be open and honest in our dealings with others, treating all with respect
- Monitor the effectiveness of our systems to evidence compliance and identify opportunities for improvement

Paul McBarron
Managing Director
Menard Bachy Pty Ltd
21 July 2011

Andrew Spanos
Quality, Safety & Environmental Manager
Menard Bachy Pty Ltd