



Quality Policy

Stowe Australia provides an array of electrical and communications solutions to the energy, construction, engineering, resources, industrial and social infrastructure sectors within Australia.

We recognise that operating in a responsible manner is paramount to the continued growth of our organisation's reputation, quality and reliability.

We value our employees, the environment, our clients, and other key interested parties, and hold the utmost importance for Quality within all our workplaces and operations.

Our Beliefs

- ✓ All products and services can be delivered with zero defects
- ✓ Relationships with key interested parties can be enhanced through efficient Management Systems

Our Commitment

- ✓ Continually improve our Quality Management System considering best practice, available technologies, current knowledge and understanding, client and community expectations.
- ✓ Promote and communicate this Quality Policy to all company personnel and other interested parties;
- ✓ Promote the delivery of Quality products and services as the responsibility of every Stowe Australia executive, manager, employee, sub-contractor and supplier;
- ✓ To comply with all applicable legal and regulatory obligations and associated requirements;
- ✓ Provide Quality Management Systems that are relevant, consistent, participative and integrated into all levels and operations within the organisations;
- ✓ Provide pertinent training and resources to personnel, sub-contractors and other interested parties to ensure that all concerned have the relevant skills and qualifications to implement and maintain the Quality Management System to fulfil or exceed our customers' expectations;
- ✓ Strive to meet quality requirements in the first instance to prevent defects and eliminate the need to re-work;
- ✓ Establish quality objectives and targets through all levels of the business in alignment with strategic direction to satisfy interested parties and achieve intended outcomes;
- ✓ To communicate, monitor and review quality assurance objectives, targets and performance;
- ✓ Promote a risk-based management process within all planning, operational, evaluation and improvement processes to ensure products and services fulfil or exceed our customers' expectations;
- ✓ Ensure that Quality Management principles are embedded in all processes and are flexible and encourage improvement;
- ✓ Build and nurture relationships with key interested parties to improve Quality processes and encourage repeat business.

Chris Madson
Managing Director
Stowe Australia

STOWE excellence