

Quality Policy

Quality of product and service is integral to the sustainability of Blueline Laundry's operations. Good quality product and service means that we have sufficient market share to maintain revenue to discharge our mission in supporting people with disability through meaningful employment opportunities.

The Board and Management of Blueline Laundry have defined and documented the following commitment with respect to quality.

Senior Management has the ultimate responsibility to implement the quality policy and supporting procedures, within the parameters set by the Board, and shall promote all initiatives to attain and improve quality.

Every Board member, staff member, volunteer and contractor has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own area of responsibility.

Commitment

The Board and Senior Management of Blueline Laundry will ensure reasonable resources are available and applied to maintain a quality system that provides the intended controls, customer satisfaction and improvement opportunities.

- To use the disciplines of ISO 9001, AS 4146 Laundry Practices) and the NDIS Practice Standards and Quality Indicators, to develop, maintain and review the processes needed to produce the highest level of products and services to our clients and customers.
- That all employees understand our quality requirements and strive to improve the Quality of the Products and Services we deliver.
- To continually improve our systems and processes, based upon the collection and analysis of meaningful data
- To document and measure quality objectives and targets.
- To assess quality performance to objectives and targets through accurate production records, customer feedback, internal audits, and management reviews.
- To foster good relationships with clients internally and externally by effectively communicating with them and encouraging feedback.

Signed



Michael Sylvester
Chief Executive Officer

Date: 16 March 2023