



# Quality Policy

## Policy Statement

The Board of Directors, Chief Officers, Management, Superintendents, Supervisors, and Employees of Pilbara Meta Maya Aboriginal Corporation and Meta Maya Environmental are committed to delivering high quality products and services in an efficient manner to businesses and Aboriginal communities throughout WA.

Our determination and commitment are driven by business principles and values to ensure quality is fundamental in the way we conduct our business and is incorporated into every aspect of our work.

We have a total commitment to providing quality, cost-effective and innovative solutions to our customers.

## Quality Objectives

### Management and staff are committed and will make every effort to:

- Ensure that all employees and contractors understand and utilise our quality system, procedures, and processes in order to meet and exceed clients' and stakeholders' expectations.
- Improve clients' and stakeholders' satisfaction and trust in the organisation and our services.
- Continuously improve the quality of our products, services, and underlining processes to enhance our Quality System so that we may minimise unreliability and inefficiency.
- Comply to ISO 9001:2015, ISO 17025:2017, ISO 14001:2015, ISO 45001:2018, legislative and regulatory requirements of Australia.
- Uphold confidentiality, impartiality, and quality standards at the highest level to the services we provide to achieve a high degree of client satisfaction.

### To achieve our objectives, we will:

- Ensure our management systems conforms to the requirements of relevant legislation, standards, codes of practice and any other client-specific requirements to include: ISO 9001:2015, ISO 17025:2017, ISO 14001:2015, and ISO 45001:2018
- Consult and collaborate with clients and stakeholders to ensure all their needs, requirements and realistic expectations are met.
- Provide ongoing resources, training, and development to ensure all employees and contractors are suitably skilled and trained to provide a high quality of service and work.
- Operate with a risk-based framework that meets the requirement of ISO 9001:2015, ISO 17025:2017, ISO 14001:2015, and ISO 45001:2018 to ensure all risks and opportunities are realised and addressed.
- Establish measurable quality targets, monitor/review our progress regularly to ensure the targets always remain relevant and achievable.
- Conduct audits to monitor and ensure consistency and the continuous improvement of our Integrated Management System.
- Conduct management reviews to regularly engage with the plan-do-check-act cycle methodology.

Rachael Green  
Chief Executive Officer

**"Not Controlled When Printed"**