
❖ Quality Policy

B. Waddell Consulting Engineers Pty Ltd established in 1999 to offer Civil and Structural Engineering in the areas of Residential, Commercial, Industrial, Mining and Resources to Australia and internationally.

Our commitment is to meet and exceed our client's expectations in the delivery of projects by:

- Offering a personable approachable engineering solution balancing efficiency in design, practicality plus cost effectiveness.
- Offering an engineering solution which balances efficiency in design with practicality and cost effectiveness.
- Approaching each project as an opportunity to establish a new "personal best" in professionalism, service and quality.
- Maintaining a work environment that encourages and acknowledges exemplary service.

To achieve the above commitments, B Waddell Consulting Engineers have adopted the quality management principles outlined in *ISO 9001:2015* as the basis for the organisation's Quality Management System.

Key principles of the B Waddell Consulting Engineers Quality Management approach are:

- **Customer focus:**
Our primary focus is to meet and exceed customer requirements.
- **Legal Requirements:**
Provision of design services that conform to legal and regulatory requirements (e.g. Australian Standards, Codes of Practice, Government Regulations, National Construction Codes).
- **Leadership:**
We believe that leaders at all levels should create conditions in which people are engaged in achieving the objectives of the organisation.
- **Engagement of people:**
Competent, empowered and engaged team members throughout the organisation enhance its capability to create value.
- **Process approach:**
From our perspective, consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.
- **Improvement:**
Successful organisations have an ongoing focus on improvement, and we totally support continuous improvement within our organisation.
- **Evidence-based decision making:**
According to our management philosophy, decisions based on the analysis and evaluation of data and information are more likely to produce desired results.
- **Relationship management:**
For sustained success, organisations manage their relationships with interested parties, such as suppliers. In parallel to this belief, top management considers importance of the networking activities.

B Waddell Consulting Engineers commit to complying with *ISO 9001:2015* and continually improving the Quality Management System along with establishing quality objectives. The Quality Policy is applicable to all employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf.