

## **The Quality Policy states:**

The management and staff of William Green Pty Ltd will supply, install and service Dental Equipment which has the requisite Quality to ensure customer satisfaction throughout its effective life.

The customer shall expect product to be delivered and installed as contracted, the customer shall also expect a rapid response and corrective action to any questions or complaints a customer may have.

The quality and reliability of the company's products is fundamental to our continued successes and are the concern of every person in the organisation and not just the sole responsibility of Quality Assurance and includes the quality that derives from the skill and accuracy of the persons making the product.

This is achieved by:

- Communicating with each of our customers at the earliest possible stage of the contract to ensure that our organisation fully understands the needs and expectations of our customers.
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence
- Company commitment to train personnel at all levels of our operation to ensure quality and excellence is inherent in the products we supply.
- Promoting a process approach and risk-based thinking.
- Meeting applicable statutory and regulatory requirements.
- Continually developing the expertise, professionalism and integrity of our people.

The Quality management System is based on the requirements of ISO 9001:2015 and we are continuously looking at improvement opportunities in both product and service quality.

Issued by John Green, Director. William Green Pty Ltd