

Quality

Policy Statement

JetBlack Plumbers specialises in preventative and reactive plumbing maintenance services throughout Australia. We are committed to delivering high-quality services in line with ISO 9001.

JetBlack Plumbers will:

Commitment to Quality & Continuous Improvement

- Promote and communicate this Quality Policy to all company personnel;
- Maintain and continually improve our Quality Management System;
- Use the QMS as a framework to establish, monitor and review measurable quality objectives;
- Identify and act on risks and opportunities to improve service quality, efficiency and consistency;
- Embrace continual improvement through updated technology, industry best practice and current knowledge.

Customer Focus

- Understand and meet the needs and expectations of our customers;
- Provide quality workmanship delivered by all trained and competent personnel;
- Ensure work is completed to agreed customer requirements
- Commit to meeting customer KPIs and service level requirements;
- Provide value for money by selecting suitable materials and products from reputable suppliers.

Compliance, Auditing & Governance

- Comply with all relevant legislation, standards, regulations and contractual obligations;
- Ensure internal controls, documented procedures and operational processes support consistent service delivery;
- Conduct regular audits, inspections and performance reviews to measure compliance and effectiveness;
- Review audit results, customer feedback, defects and service performance to help us continually improve;
- Provide simple and clear reporting to clients, including KPI updates, monthly performance summaries and progress on any corrective actions;
- Hold monthly reporting meetings with customers to review performance, discuss improvements and agree on any follow-up actions;
- Document audit findings, put corrective actions in place and track improvements to make sure issues don't reoccur.

Resources, Competence & Support

- Ensure adequate resources are available to support the QMS;
- Provide training, development and supervision to maintain employee competency and engagement;
- Ensure all personnel understand their roles and responsibilities in delivering quality outcomes.

JetBlack Plumbers is committed to maintaining and improving our Quality Management System and Integrated Management System.

We recognise that the success of our quality program depends on the cooperation, capability and involvement of personnel at all levels.

Review

This Quality Policy will be reviewed annually or when significant changes occur.



CEO

Karla Kirch

Date: January 2026

Next Review Date: January 2027