

Quality Policy

Revision Status

Rev	Date	Author	Reviewed	Approved	Description
A	20180823	006-PB	005-AT	001-AS	Issued for Review
0	20180913	006-PB	005-AT	001-AS	Issued for Use

Quality Policy

Introduction: iPilot Australia (iPilot) is committed to the establishment, implementation and continual improvement of an effective quality management system.

Quality Management: An effective and efficient quality management system will contribute significantly to ensuring client satisfaction with our services, and the performance of our functions consistent with statutory, regulatory and iPilot policy requirements.


Objective: iPilot's objective is to ensure that its quality management system is further developed in conformance with the requirements of AS/NZ ISO 9001-2015.

Policy Statement: iPilot commits to:

- further developing its quality management system in conformance to the requirements of AS/NZ ISO 9001-2015;
- maintaining compliance with all statutory and legislative requirements across all operations;
- identifying and managing quality risks guided by standard AS/NZ ISO 9001-2015;
- considering consequences to people, plant and property in all decision making;
- providing appropriate procedures, instructions and training to ensure correct process is followed to meet iPilot quality objectives;
- adopting cost effective practices to eliminate, migrate and remove quality issues;
- working to continually improve our quality systems and performance;
- monitoring progress on quality goals such as doing our work right the first time;
- continually improving all we do, learning from our experiences and group knowledge;
- maintaining a positive and constructive relationship with all our personnel, clients and other stakeholders about iPilot progress and performance against its quality management system; and
- annually reviewing this policy.

iPilot Responsibilities: The directors and management commit iPilot to its quality management system and encourages all personnel and clients to support us in the consistent application and continued development of the quality management system.

CONTEXT NOTE: In the ordinary course most iPilot projects will be executed by third party contractors on client sites. It is expected that ordinarily the client will expect its systems to prevail. As a default, a best-of-both-worlds approach will be adopted so that iPilot or contractor systems will apply provided (i) the client agrees, and (ii) the iPilot or contractor system is to a higher standard than that of the client.

Approved by:	Anthony Squire	
Position:	Chief Executive Officer	
Date:	13 September 2018	
Next Review Date:	30 July 2019	

The above policy will be under regular review as iPilot moves towards seeking ISO accreditation.