Quality Policy

Zero Harm Safety & Training is committed to implementing and maintaining a management system that will improve efficiency and productivity, and ensure that all services provided meet with the requirements of our Customers.

This system shall be in accordance with the requirements of the ISO 9001:2015 series of Quality Standards, the National VET Regulator Act 2011 and the Australian Skills Quality Authority Standards for Registered Training Organisations 2015.

These systems will be integrated within all parts of our business processes.

Primary Goal

The primary goal of this policy, and associated documentation, is to ensure we fully understand our Client's requirements and to conform to these requirements at all times so we can continue to provide Quality services.

Objectives

The objectives of this policy are to:

- Provide adequate resources to establish, implement, maintain and continually improve the Quality Management System;
- Communicate this policy to all Employees and Clients through induction's, training and ongoing examples in the workplace;
- Ensure the Quality Management System is implemented and maintained on all sites; and
- Monitor and measure the effectiveness of implementation of the Quality Management System through a program of audits, reviews and measurements to verify performance.

Each workplace shall establish appropriate performance indicators to ensure these objectives are being met.

Quality is the responsibility of every Zero Harm Safety & Training employee, subcontractor and supplier.

The Quality Management System will be subject to continual improvement based upon ongoing feedback from users and customers - together with management reviews - to ensure it meets with the business requirements.

Katrina Hartwell
Managing Director