

ELECTRO Technical Consultants is committed to providing a technical consultancy and design service that meets the needs of the Electrical and Electricity Supply Industry.

The Consultancy aims to achieve this objective by the development, implementation and maintenance of a Quality System specifically tailored to the requirements of its clients and by complying with AS/NZS ISO 9001:2015 Quality Management Systems—Requirements. In addition, business systems shall be maintained relating to Workplace Health & Safety, environmental management and customer service.

ELECTRO Technical Consultants endeavours to satisfy the expectations of its customers, sub consultants and employees. We commit to continuously improving our systems.

Our aim is to provide a superior service that guarantees customer confidence and basis for selecting us as a supplier. We consistently aim to deliver a product and service:

- at the right time, in the right condition, to the right place and under the agreed commercial conditions
- that meets the agreed and promised characteristics and specifications
- that is accompanied by the necessary and agreed documentation
- that complies with the provisions of the appropriate laws and regulations.

We also aim to maintain comprehensive records in accessible form so that enquiries can be handled promptly and efficiently. We aim to employ systems and practices in the providing of products or services in a manner that:

- ensures the Health, Safety and Welfare of its employees, clients, subconsultants or community members who are involved
- ensures the production of safe, functional and fit-for-purpose designs through comprehensive assessment of generic and unique hazards that may arise during construction, operation, maintenance and eventual recovery of the assets ('Safety in Design' approach)
- protects the eco-system and when feasible, enhances the environments in which work is undertaken
- provides its employees with the opportunity to develop their skills and competencies
- provides the management with an equitable return on their investment.

ELECTRO Technical Consultants aims to maintain a business edge by means of industry experience of staff, personal and corporate integrity, business ethics, and a strong results orientation. We are committed to continually improve the effectiveness of the Quality Management System.

Staff shall be given the opportunity to contribute to the development of the system and each is expected to participate in related actions necessary to realise this objective. The system and its effectiveness shall be constantly monitored and reviewed to meet the changing needs of the marketplace.

Care shall be taken in the specification of customer requirements and close contact maintained with customers for the duration of all projects undertaken. Deadlines and timing requirements shall be taken seriously in keeping with our track record of prompt and reliable service.

The Quality and Administration Manager, working under the direction of the Principal, has the authority to document, implement and maintain the Quality System Documentation to meet the requirements of this International Standard.

We fully support all endeavours to establish and maintain the ELECTRO Technical Consultants' Quality Management System and business systems relating to safety, environmental management and customer service.



Kent Gosden
Principal

Dated: 9 Jan 2019
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