Quality Policy

Queensland Glass specialises in the following:

- The manufacture of specialised aluminium and glazed windows & door products.
- The project management of all glazed aspects in commercial applications;
- The conceptualisation, production, application and project management of environmental graphic solutions and ideas.

Our portfolio encompasses a wide range of projects in the building and construction sector from shop and office fit outs, internal and external refurbishments, though to glazed facades and specialist architectural solutions.

Customer focus and delivery:

As an integral part of the Company's Management System, we aim to provide Customers with products and services that are technically innovative, cost competitive, defect-free and on-time.

Queensland Glass' commitment:

- Senior management to lead and involve employees in establishing a quality culture;
- Lead in innovation of our products and services to market;
- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management;
- Maintaining, monitoring, reviewing, auditing and continually improving the applicable business Quality Management Systems consistent with ISO 9001:2015;
- Provide sufficient resources to implement and maintain the business Quality Management Systems;
- Educate and train our people in order to continually improve their knowledge of quality practices to meet our internal and external business requirements;
- Communicating and educating our stakeholders including subcontractors and suppliers to ensure they understand and meet our quality standards and minimise our business risks exposure, whilst creating value for our Customers.

As relevant to our operations, products and services, we will:

- maintain a Quality Management System as per ISO 9001:2015;
- ensure the products and services provided meet the applicable laws, regulations and standards;
- maintain a learning culture ensuring development of employees as relevant to their roles;
- establish measurable objectives and targets to positively influence continual improvement;
- implement quality plans to meet the requirements under the contract;
- monitor and measure product and process performance and use data analysis to support decision making;
- review and report defects and non conformances and follow-up for corrective action;
- regularly review the effectiveness of the Management System and Customer Feedback for opportunities for improvement;
- communicate and consult employees and others concerned (e.g. community, customers and suppliers) on this policy.

Management will regularly review the business processes and performance, and identify and implement required corrective and preventive action, within an overall philosophy of continual improvement. The Company has committed to continual improvement of the quality management system.



Greg McDonell
Group Managing Director

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