

QUALITY POLICY

Founded in 1972 as an air-conditioning sheet metal fabrication business, Jako Industries Pty Ltd has evolved into a broad based mechanical services company. We now design, manufacture, install, commission, maintain and service air-conditioning, heating, ventilation, refrigeration, dust control and process cooling solutions. These services are provided to commercial developments, local government/community buildings, telecommunications sites, defence bases, industrial facilities, aviation facilities, hospitals and academic institutions.

This Policy Statement represents our commitment to comply with all client/contractual requirements and other statutory and regulatory requirements in order to ensure absolute client satisfaction with the products we supply.


We use ISO 9001 as a benchmark to achieve this goal, support our strategic direction, and as a tool to increase our efficiency and effectiveness and further differentiate ourselves from our competitors: we understand that exceptional product quality and client service is the key to our success.

Specific goals and commitments under this Policy are to:

- Train, educate and mentor our staff and other personnel under our management about the obligations, responsibilities and standards required to achieve total contractual compliance and a client-focussed culture;
- Remain leaders in our industry in terms of supplying, installing and maintaining the highest quality mechanical services solutions and associated client service;
- Undertake a structured approach where regular monitoring of processes results in the continual improvement of product and service quality;
- Foster a culture whereby all staff and personnel under our influence are actively engaged in, and are committed to, meeting all applicable requirements of our clients and other interested parties. This will continually improve our effectiveness and overall client satisfaction;
- Establish, monitor and review measurable quality objectives and targets to ensure continual improvement aimed at enhancing our reputation and our ability to deliver product in full accordance with client requirements, and continual improvement of our Integrated Management System;
- Openly communicate this Policy to all interested stakeholders including the general public.

This Policy Statement is to be communicated as part of our corporate induction so that staff understand the role they have in its deployment. Uncontrolled hard copies may also be displayed to maintain visibility and awareness and provided to any interested stakeholder on request.

It is to be reviewed and revalidated annually as part of Management System Review.

A handwritten signature in black ink, appearing to be 'A. P. J.', is written over the text 'Managing Director'.

Managing Director

Date 1 October 2020