



# DYNACIV PTY LTD

## QUALITY POLICY

### Who we are:

Dynaciv apply a wide range of construction materials for use within the civil engineering, mining, building, construction and general engineering fabrication industries based on cement, polyurethane resin, and epoxy resin technologies.

### What we aim for:

To meet or exceed internal and external customer expectations by providing superior Workmanship and Services. We do this by leveraging our integrated quality system to meet our Customer-led Quality Objectives and continually look for ways to improve The Quality Management System.

### Our Quality Objectives:

- Maintain a Quality Management System that meets or exceeds the requirements of ISO 9001:2015.
- Excellent Service Delivery with zero 'come-backs' for work completed:
  - Deliver a range of services carried out to a high standard to avoid re-doing work
  - Set clear standards of requirements for products and services
  - Work pro-actively with customers to deliver their emerging needs
  - Promote a culture of continuous improvement
- Ensure Customer Satisfaction:
  - Be committed to understanding the needs of our internal and external stakeholders
  - Perform customer surveys to help identify opportunities for improvement
- Ensure robust document control procedures through a portfolio for each project undertaken.
- Establishing a work environment that encourages staff to maintain quality workmanship

### To achieve these objectives we will:

- Expect all employees to participate in identifying customer requirements
- Ensure that the correct procedures are followed to meet customer requirements.

We believe it's the quality of our service that keeps our customers and clients coming back, therefore we place a high priority on our quality system and will strive to improve it where we can.

Lionel Jacobs  
Director

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### TEAM VALUES

Safety | Integrity | Collaboration | Determination | Passion for improvement | Responsibility and accountability