QUALITY POLICY

POL-018

Connors Audio Visual

Change History

REV	DETAILS OF CHANGES	Effective Date
0.0	FIRST ISSUE	01/05/2025
0.1	Updated for Version Control in QMS	8/27/2025

Current Revision: 0.1

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Signature Date:	8/27/2025	8/27/2025	8/27/2025
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1 PURPOSE AND SCOPE

This Quality Policy sets out O'Connors Audio Visual's commitment to consistently deliver high-quality audio-visual products and services that meet customer, statutory and regulatory requirements. It applies to all activities within the QMS scope (design, supply, rental, installation, integration and support of audio-visual equipment and related services).

2 POLICY STATEMENT

O'Connors will operate a process-based Quality Management System, compliant with ISO 9001, that is appropriate to our purpose, context and strategic direction, and which provides a framework for setting, reviewing and achieving measurable quality objectives.

To that end, O'Connors commits to:

- **Customer focus:** Understand current and future customer needs, meet agreed requirements, and strive to exceed expectations throughout the sales, delivery, installation, rental and after-sales lifecycle.
- **Compliance:** Satisfy all applicable requirements, including contractual, statutory, regulatory and manufacturer requirements relevant to our products and services.
- **Process approach and risk-based thinking:** Define, control and continually improve our processes, using risk-based thinking per SOP-014 to prevent nonconformity and protect customer outcomes.
- **Competence and resources:** Provide competent people, suitable infrastructure, calibrated monitoring and measuring resources, and a safe working environment to enable product and service conformity.
- **Supplier and partner management:** Ensure externally provided processes, products and services conform to specified requirements through proportionate controls per SOP-007.
- **Data-driven improvement:** Monitor performance using KPIs, audits, customer feedback and complaint trends; analyse results; and take corrective and preventive actions per SOP-012 and SOP-014.
- **Continual improvement:** Continually improve the suitability, adequacy and effectiveness of the QMS to enhance customer satisfaction and business performance.

3 FRAMEWORK FOR OBJECTIVES

This policy provides the framework for setting measurable quality objectives (S.M.A.R.T.) maintained in the **Objectives** register, with owners, targets and due dates, and tracked via the **KPI Register**. Progress is reviewed regularly by process owners and at Management Review (FOR-017).

4 RESPONSIBILITIES

- **Managing Director:** Authorises the policy, ensures alignment with strategic direction, and provides resources.
- **Quality Manager:** Maintains the policy, coordinates objective setting, monitors QMS performance, and reports to Top Management.
- **Process Owners and Managers:** Implement the policy within their areas, set and review objectives, and ensure staff competence and awareness.
- **All Employees:** Understand how their role contributes to quality outcomes and comply with applicable procedures and instructions.

5 COMMUNICATION AND AWARENESS

This policy is:

- Maintained as controlled documented information on the SharePoint QMS Portal.
- Communicated and made available to all employees through induction, toolbox talks and periodic refreshers (SOP-015 – Training).
- Displayed in appropriate locations and available to interested parties on request and via our website where appropriate.
- Reviewed for continuing suitability during Management Review or when significant changes occur.