	Doc Number: RAPALLO-1445435833-105	Doc Type: Policy
	Doc Title: Quality and Continuous Improvement Policy	Version: 1.0

Quality and Continuous Improvement Policy

1. Scope & Purpose

The purpose of this policy is to demonstrate Rapallo's commitment to quality assurance and the efforts being made to comply with best professional consulting, project management and contracting practice.

The commitment we undertake in this policy statement therefore reflects the nature of our business and applies to all business units within Rapallo, which include;

- Professional Engineering
- Project Management
- Environmental Consulting
- Inspections
- Non-Destructive Testing (NDT)
- Training
- Shutdowns & Labour Hire

2. Definitions

Term	Definition
NCR	Non-conformance report
NDT	Non-Destructive Testing
BMS	Business Management System

3. Responsibilities

The Managing Director / Chairman:

- Holds ultimate responsibility, ensuring effective implementation of this policy and adherence there to, but holds the right to delegate that responsibility to a competent consultant.
- Reviews the policy at regular intervals to ensure appropriateness.

All Consultants:


- Hold responsibility to ensure the highest level of quality in their performance aimed at customer satisfaction.
- Work within the parameters of the Rapallo Business Management System, as described within the Rapallo Quality Manual and contribute to the continuous improvement of the organisation.

4. Policy Statement

Rapallo is committed to providing technical consulting and contracting services in its fields of expertise, which are recognised as amongst the best in the mining, resources and general industry. To achieve our vision we will:

- Understand our clients' needs and expectations and provide services that consistently meet or exceed clients' requirements;
- Establish and review objectives for our services;
- Continually seek to improve the effectiveness of the company's management systems; and,

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- Comply with the statutory and regulatory framework as applicable to our industry.
- We are committed to an Integrated Business Management System (BMS) [2] that supports and encourages a culture of Client focus, teamwork, continuous improvement and high standards of performance.

5. Objectives

- Minimise rework.
- Ensure client satisfaction.
- Maximise repeat business
- Easily win new business.

6. Key Performance Indicators

Item	Measurement	Target	Target Date
Re-work	Number of reworks	0	Annual
Client complaints	Number of complaints	0	Annual
Significant Repeat / New Business	Number per client	3	Annual
Non-Conformances	Non-conformance reports (NCR's)	0	Annual

7. References

Relevant legislation, standards and Rapallo documents referenced within this Policy document are:

- Occupational Health and Safety Act and relevant Regulations
- Mines Safety and Inspection Act and relevant Regulations
- ISO 9001:2015 – Quality Management Systems
- Australian and recognised/accepted International Standards
- Recognised/accepted industry codes of practice
- Client specific corporate standards/systems
- Rapallo corporate standards/systems

Ref #	Doc No.	Description
1	RAPALLO-1445435833-29	Rapallo Quality Manual
2	Rapallo BMS	<ul style="list-style-type: none"> • Enable HR • Standards Library • Other Rapallo Corporate Systems/Standards

8. Policy Review

Details of next review:

Responsible for review	Review Frequency	Next Review Date
Victor Simbile	Annual	29/03/2021

('Next Review Date' is auto populated from the BMS SharePoint.)

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