

# Quality Policy



Murray Pest Control specialises in the identification and management of termites, specified pests and weeds in the domestic, commercial and industrial areas across city, metropolitan and country South Australia and the Northern Territory.

The nature of the pest control industry demands a high degree of technical skill, experience, reliability and quality control. We ensure this is achieved by our commitment to a comprehensive external and internal training program, which equally emphasises the teaching of new skills and the constant upgrading of current skills. All employees participate in a program of regular competency assessment.

We are committed to meeting or exceeding pest management industry 'best practice', plus all applicable Australian Standards, codes of practice and regulatory requirements.

Murray Pest Control applies the Quality Management System (QMS) to all its functions and activities and at all stages of customer contact, from initial enquiry to job completion.

Minimising nonconformance of any kind will nurture a culture of continuous improvement across all areas of business operations. This will result in us always meeting or exceeding customer expectations and in being recognised as a leader in the Australian Pest Management Industry.

The Quality Management System of Murray Pest Control is based on the requirements of the Australian / International Standard:

AS/NZS ISO 9001 : 2000.

Irrespective of customer requirements, Murray Pest Control applies certain basic procedures to achieve uniform work practices to a pre-determined standard. Management and supervising staff are responsible for ensuring that all such procedures and standard expectations are clearly defined, documented, and applied to all work under their control.

The Management of Murray Pest Control has responsibility to ensure that these procedures are implemented and continuously reviewed to reflect the requirements of the Company and its customers.

Management will constantly monitor adherence to the QMS. They will verify that systems and procedures are operational; System Improvement Requests are implemented when necessary and confirm QMS observance via regular auditing.

All new staff at induction are trained to comply with our Quality management system, this induction process is comprehensive and documented.

All policies and procedures are reviewed 12 monthly, any changes are relayed to staff.

It is the responsibility of management and supervising staff to ensure that all employees of Murray Pest Control are aware of, and understand the Quality Policy. Copies of the policy are displayed on Company notice boards and carried by all operations staff in their MPC technical manual.

\_\_\_\_\_  
Signed Company Director

\_\_\_\_\_  
Date

MURRAY PEST CONTROL Copyright ©	Document No: 2 Authority: Peter Scott	Type: Quality Management Version no: 2	Date: July 20, 2007 Page 1 of 1
------------------------------------	--	---	------------------------------------