



# RTC GROUP

*Setting the Standard*

Unit 5/11 Kinta Drive,  
Holmwood Business Park,  
Beresfield NSW 2322  
PO Box 264  
Thornton NSW 2322  
Telephone: (02) 4964 4333  
Facsimile: (02) 4964 4388  
[www.rtcgroup.com.au](http://www.rtcgroup.com.au)

1<sup>st</sup> January 2009

## QUALITY ASSURANCE POLICY

The objective of the RTC Group is:

- **'Setting the Standard'** in the **Pursuit of Excellence in Everything We Do**
- Be the first choice of our customers by delivering products and services of uncompromising quality
- Achieve Operational Excellence through:
  - Ensuring Ownership and accountability by all stakeholders
  - Implementation of best practices and processes
  - A systematic review process which identifies and eliminates performance gaps
  - Focusing on Customer data to drive change
  - Team work and continuous improvement
  - Allocation of suitable resources

Client interaction, effective learning from our project experience and support of our dedicated staff shall be the focus for ensuring the best possible service RTC Group can provide.

### **Commitment to Health, Safety and the Environment**

We are committed to manage health, safety and environment as a core business value to ensure compliance with all government standards and regulations. We integrate health, safety and environment into all aspects of our business as a competitive advantage in achieving profitable growth and accelerated productivity. The activities governed by the Quality System are identified and documented. These documented procedures are controlled and effectively implemented to ensure the RTC Group meet customer requirements. The Quality System is defined in the following:

- Controlled documents
- The Quality Manual
- RTC Group Polices, Procedures and Operational Procedures standard work instructions, and other procedures deemed necessary
- Program and project plans, and
- Quality Records

Quality planning is embedded in the RTC Group Procedures, Work Instructions and documents. Quality planning includes, as appropriate:

- Preparation of quality plans
- Identification and acquisition of controls, processes, equipment, fixtures, resources and skills needed to achieve the required quality
- Ensuring the compatibility of the design; the operational processes; installation servicing, inspection and test procedures; and applicable documentation
- Updating, as necessary, quality control, inspection and testing techniques, Including the development of new instrumentation
- Identification of suitable verification at appropriate stages in the product's life cycle
- Clarification of standards of acceptability for all features and requirements, Including those which contain a subjective element, and
- Identification and preparation of Quality Records

Regards

**Richard Claut**  
Managing Director



COMMERCIAL



FACILITIES MAINTENANCE



RESIDENTIAL



SHOPFITTING & SUPPLIES