

	Quality Management Policy			
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	Approved By:	Larry Botham		

The primary quality objective of Bioaction Pty Ltd is to maximise our customer satisfaction.

This primary objective will be achieved by understanding our customer needs and expectations and by providing services that consistently exceed those needs and expectations whilst complying with all statutory and regulatory requirements.

Associated with this objective is the recognition that our customers expect these services to be supplied to acceptable levels of quality, at a competitive price and within an agreed time period.

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, the company is committed to the development, implementation and maintenance of a Business Management System that, as a minimum, meets the requirements of the internationally recognised Quality Management standard, ISO 9001.

An effective Business Management System will ensure that:

- we understand our client's needs,
- The Business Strategy Register will be reviewed to monitor the strategic direction and purpose of the business.
- we consult with clients to develop their needs,
- high standards of service are maintained,
- we train employees to be effective in their processes,
- we establish and maintain a continual improvement work environment,
- we provide a framework for the regular review of objectives,
- requirements are communicated to and understood at all levels in the organisation,
- our operations are regularly reviewed for continuing suitability and effectiveness.



Larry Botham
Chief Executive



Peter Botham
Managing Director