



## Our Quality Policy

**Higgins is committed to providing products and services that ensure customer satisfaction. We aim to be the best at what we do and strive to improve all the time. We endeavour to ensure each process is carried out to the highest quality and with the minimum of fuss.**

Our ISO 9001 Quality management systems form an integral part of the way we manage our business. We ensure compliance with all relevant legislation, industry standards and best practice.

Our team delivers quality by:

- Meeting or exceeding the needs and expectations of our customers.
- Ensuring we use and provide materials of high and consistent standard.
- Investing in new technology, equipment and processes to do a better, more efficient job.
- Using a process of continuous improvement throughout our operation.
- Giving teams the time, resource and support to improve their skills and capability.
- Empowering our teams to improve the quality of their work and their work environment.
- Having simple but effective systems for managing quality.
- Being organised to deliver the right resources, to the right place, at the right time.
- Maintaining and building strong relationships with our clients, subcontractors and our community.
- Our commitment to the Higgins Values.
- Empowering our people to act responsibly and promptly to ensure safety, quality, and best practice.
- Celebrating success together.
- Management of contractors and subcontractors.

Ken Lotu-Iiga, General Manager  
April, 2017