

<b>Relevant Area</b>	Quality
<b>Date Adopted:</b>	July 2015
<b>Review Date:</b>	September 2017
<b>Version:</b>	2

O'Brien Pipeline Solutions provides directional drilling, pipeline installation and underground boring services to clients across South Australia.

O'Brien Pipeline Solutions is committed to ensuring our customers are supplied with the most productive and cost effective services and solutions, while ensuring all work is carried out to the highest standard focus on building a beneficial partnership with our clients ensuring long term business relationships through excellent communication and providing quality service.

O'Brien Pipeline Solutions is committed to maintaining a documented integrated management system aligned to the requirements of ISO 9001 Quality Management systems. As part of this system we have established quality objectives and targets which are reviewed regularly by management as we strive to continuously improve the effectiveness of our systems.

O'Brien Pipeline Solutions is committed to:

- Continual review of our products and services.
- Provision of resources, training and instruction to ensure quality objectives are delivered.
- Ensuring our staff are trained, competent and provide a professional service to our clients.
- Providing excellent customer service and prompt attention to customer requirements.
- Providing innovative products and cost effective solutions to our clients.
- Understanding our client's requirements and their long term business goals.
- Communication of this policy to all employees and contractors.
- Regular review of this policy and our quality objectives and targets, to ensure compliance, suitability and adequacy.

All O'Brien Pipeline Solutions, contractors and visitors have a responsibility to ensure they identify and report any quality improvements and incidents while ensuring their activities comply with the requirements of this Policy and any complementary policies, procedures or directives relevant to that particular area of operation.

Signed:  \_\_\_\_\_ Date: 6 September 2015  
Joel O'Brien  
**Managing Director**

## 1. Review History

Document History		
Version #	Issue Date:	Description of Change
1	July 2015	New Document
2	Sep 2015	Updated to align to AS 9001 requirements
<b>Written By:</b> Melinda Maher <b>Approved By:</b> Joel O'Brien <b>Effective Date:</b> 6/9/15 <b>Review Date:</b> September 2017		