



## FIS QUALITY POLICY

*Fire Industry Supplies Pty Ltd* is committed to provide customers the best service and experience, whilst maintaining our position as one of leading distributor of the Fire protection products, this is achieved through the implementation of our Quality systems which are intended to provide all relevant interested parties with a guarantee that the company will deliver on its commitments and objectives.

*Fire Industry Supplies Pty Ltd* is committed to meet all relevant legal, International & Australian Standards requirements, whilst also addressing the needs & requirements of all interested Parties and stakeholders.

## FIS QUALITY OBJECTIVES

- *Achieve a high level of customer satisfaction*
- *Maintain a high level of Reliability on our products*
- *Provide a Quick & responsive customer service*
- *Implementing new Inventory and Barcode system*
- *Increasing share market with new customers*
- *Maintaining profit margin by Increasing prices due to manufacturer increases*
- *Adopting & adhering to any new Australian standard regulations*

## FIS STRATEGIC DIRECTION

### VISION

Fire industry Supplies' vision is to grow and maintain its reputation as one of leaders in the Fire protection industry sector nationwide.



### MISSION

Fire industry Supplies' Mission is:

- Consistently providing quality products that meet both the requirements set forth by the customer and by statutory and regulatory requirements.
- Aim to enhance customer satisfaction through effectively using the standard to by using processes for improvement of the Quality Management System.
- Consistently adapting the Quality System to address changes including Industry sector and legal requirements.
- Creating a positive working environment.
- Monitoring and analyzing the company's operational activities.
- Maintain a competent workforce that is properly trained.
- Ensure that this is in accordance with ISO9001:2015.
- Communicate this policy through inductions, training and ongoing commitment
- Monitor and measure effectiveness through audits and records;
- Ensure all employees are aware that Quality is the shared responsibility of all staff

This policy applies to and covers all aspects of Fire Industry Supplies Pty Ltd Operations, Our commitment to this policy is foremost in the achievement of our business objectives and goals.

Haysam Mohtadi

Managing Director

Signed

Date : 3/6/2022