



# Quality Policy

Independent Flyash Brokers (IFB) is a consortium of construction material suppliers who have identified a need for an independent supplier of supplementary cementitious materials and coal fired products into the South East Queensland market.

IFB recognises that customers want suppliers to provide high quality products, product integrity and confidentiality regarding usage and distribution of purchased products. This is a result of today's high demand, high quality and competitive construction material market. IFB also understands the importance of maintaining a stable competitive material supply environment.

As such, IFB along with its marketing entity Millmerran Flyash Pty Ltd is committed to:

- Identifying compliance requirements for our products and services and ensuring they are met.
- Identifying and maintaining suitable quality control measures.
- Regular communication with our customers and stakeholders.
- Ensuring correct equipment and suitably trained personnel are utilised.
- Monitoring and reporting any issues to ensure they are satisfactorily resolved.
- Invoking a positive quality culture, that strives for continuous improvement.
- Customer confidentiality.

There is the recognition that a quality system is much more than procedures and instructions. Quality of product, service, communication and all aspects of both internal and external customer service must be of the highest order.

IFB provides a framework for continuous review and improvement of the company's quality system and objectives. The activities of IFB are further described in our quality manual. The IFB quality system complies with the requirements of ISO9001.

## Policy Administration

Issue Date	27/02/2017
Document N <sup>o</sup>	P-IFB-001
Revision	2
Category	Quality
Applicable Locations	All
Document Owner	Independent Flyash Brokers
Approved by	Peter Dennis
Approvers Position	Operations Manager
Approver Signature	