

Purpose:

Wade Group's Mission is "Through innovation, quality, and service, create world class specialty vehicles". We are a leader in the manufacturing industry and specialize in customizing, adapting and fitting-out vehicles such as: - accessibility vehicles, emergency medical transport, law enforcement, corrections, and the building of high-end horse trucks. Our aim is to get a deep understanding of our customers' needs and we focus on innovation and continual improvement, and provide cost-effective, reliable products that exceed customer expectations.

This policy is designed to help us continually improve and achieve our company goal.

The responsibility of the Employer:

To ensure quality, Wade Group is responsible for satisfying all applicable requirements (ISO 9001:2015, legal requirements, and any other relevant industry best practice).

In order to ensure quality, Wade Group is committed and responsible in satisfying:

1. All ISO 9001:2015 requirements are consistently complied with,
2. Continued monitoring for improvement and review for continuing suitability,
3. A framework which encompasses establishing and reviewing quality objectives,
4. Communication of this policy and the quality management system requirements to employees, and that they are understood and actioned within the organisation,
5. Effective planning and the resourcing of operational activities,
6. Promoting health and safety and facilitating a safe work environment.

The responsibility of the Employee:

1. In order to ensure quality, all Wade Group Employees are responsible for:
2. Following and maintaining policies,
3. Following and maintaining procedures
4. Following and maintaining work instructions
5. Using and maintaining designs and drawings
6. Using and maintaining forms,
7. Communicating issues with information or data,

- 8. Communicating issues with projects, products, parts, and materials,
- 9. Communicating issues with workload, resourcing, competency, and training,
- 10. Communicating issues with health and safety.

Quality Objectives:

Objective	Monitoring Method
Delivery in Full On Time	Measure of customers receiving products as per contract
Actual Job Hours vs Planned Job Hours	Measure of actual job hours against budgeted job hours
Rework	Measure of rework against total hours

Current & future clients can be assured that our commitment to the implementation and management of the quality management system will drive a philosophy of ‘continuous improvement’ and deliver consistent customer satisfaction.

Review Protocol:	
Policy Owner:	Wade Group Management Team
Approved By:	Managing Director
Policy Reviewed By:	Management Team
Date Reviewed:	16 June 2024
Next Review Date:	16 June 2026

Alyssa Wade Managing Director	Allan McKenzie HTD Operations Manager	Carl Fitzwater CVD Operations Manager	Neil Robinson EVD Operations Manager
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