

Scope

This policy applies to all Pressure Dynamics employees, contractors, and operations, and concerns all products and services delivered by our organisation.

Purpose

Pressure Dynamics maintains a certified Quality Management System in accordance with ISO 9001, reflecting our commitment to quality, customer satisfaction, and continuous improvement. Our approach to quality is built on a foundation of accountability, service excellence, and risk reduction. We actively manage our business processes to ensure consistent, high-quality outcomes for our clients, employees, and stakeholders.

Key principles guiding our Quality Management System include:

- Planning and executing work in ways that identify and mitigate operational and quality risks.
- Appointing qualified personnel who work in alignment with our quality objectives and values.
- Developing our people through training and capability-building initiatives.
- Delivering products and services that meet client expectations.
- Seeking feedback from employees, customers, and suppliers to drive continuous improvement.
- Monitoring / reviewing performance to ensure alignment with strategic goals.
- Engaging transparently with stakeholders on quality performance and critical activities.

This policy is communicated across the organisation and to interested parties and is reviewed annually to ensure its relevance and effectiveness.

Employee Responsibilities

All personnel are responsible for applying the principles of this policy in their daily work.

Compliance

Pressure Dynamics ensures compliance with applicable legislation, regulations, standards, and contractual obligations.

Related Document

Quality Manual, Document Control Procedures, Internal Audit Procedures, Risk Register.



Snjezan Mackic

Managing Director

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