

1.7 QUALITY POLICY STATEMENT

The following Quality Policy Statement is included within section 4.1.1 of the CSI Quality Policy Manual:

Corrective Services Industries - CSI is the corporate name of over (60) sixty commercial business units operating throughout the New South Wales Correctional system.

CSI business units embrace manufacturing and service based pursuits including fabrication of Metal, Timber, Upholstery, Electronics and Textile products and provision of Printing, Bookbinding, Data Entry, Food, Laundering and Packaging services.

CSI has adopted the Australian Standard AS/NZS ISO 9000 series of Standards as the model for its internal Quality Management System as described in this Policy and Procedures Manual.

The business operations of CSI are conducted in an ethical and socially responsible manner whilst actively seeking to satisfy customer needs.

It is the Quality Policy of CSI to manufacture and deliver products which conform to agreed customer specifications and/or acceptable CSI standards maintaining consistency in quality to perform suitably their intended end use.

The quality objective of CSI is the continuous improvement of process capability and productivity through process control and problem prevention, rather than defect detection.

The Policy and Procedures Manual is a functioning and dynamic document which is reviewed regularly in accordance with the procedures outlined in the manual. Customer satisfaction is a natural consequence to the implementation of these controls.

The Management of Corrective Services Industries endorses this Quality Policy. It is the responsibility of all CSI employees to fully support and implement this Policy.

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