



# CFM Air Conditioning

COMMERCIAL & INDUSTRIAL HEATING & COOLING SPECIALISTS  
ABN 650 087 220 415

ARCOtick  
CERTIFIED  
Authorisation Number AU05657



## QUALITY POLICY STATEMENT

CFM Air Conditioning is an established air conditioning installation and servicing organisation. Our mission is for all staff to work as a team to provide our customers with a high-quality service provision, improving local environments with a focus on quality.

**CFM Air Conditioning will document, implement, monitor and continuously improve the business processes within the Company, through input from employees, regular management review meetings and internal audits of our AS/NZS ISO: 9001:2015 Business Management System.**

Top Management accepts overall responsibility for reviewing the effectiveness and continuing suitability of this policy, the management system, the company objectives, opportunities for improvement, and compliance with relevant statutory and regulatory requirements.

Top Management are responsible for ensuring that all personnel are aware of, and work in harmony with the Company's business objectives. All staff are responsible for ensuring that CFM Air Conditioning services meets clients' requirements, through review of compliance records, budget, timeframes and feedback. The Managing Director is responsible for the management of the Quality Management System and for ensuring that all staff are aware of all audit findings and resultant corrective/preventative actions and resultant changes to the business processes.

CFM Air Conditioning has a management structure in place with clearly defined responsibilities and reporting lines, which facilitates the definition and achievement of the Company's Business objectives.

The above framework allows us to improve our effectiveness in:

- supplying services and products that meet or exceed our customers' requirements and expectations;
- working with our clients and suppliers to ensure our services are delivered on budget, on time and to the highest quality;
- utilising appropriately experienced business partners for supply of products and services;
- striving to continually improve our quality systems by undertaking annual reviews of our delivery achievements and performance;
- ensuring business continuity in the event of an interruption by continually reviewing our Business Continuity Plan; and
- continue to develop our systems to ensure continuous improvement and ongoing Third Party Certification ISO 9001 Quality Management System.

It is CFM Air Conditioning's intention to encourage the personal commitment of all staff to the objectives of the QMS and to embrace the agreed working practices as part of their daily responsibilities.

**Melanie Aldis**  
Managing Director  
12<sup>th</sup> October 2023