

Quality and Customer Service Policy

West Australian Mechanical Services are a West Australian owned company who have been operating since 2004. We specialise in Installation and Service of Industrial Heating, Ventilation and air conditioning Systems and we are committed in providing a professional level of service to all of our Customers.

All employees accept and share the responsibility of identifying customer needs and expectations and ensuring that the delivered level of customer service meets or exceeds their expectations whilst complying with all legal and contractual obligations.

The directors have established comprehensive policies, measurable objectives and operational procedures. These are communicated and made available as appropriate to all staff. Training is given to ensure understanding of company procedures.

The documented quality management system is regularly reviewed by management to ensure our objective of total customer satisfaction is being met and that the system is suitable and effective in meeting both customer and company needs.

Management will take effective action to ensure resolution of problems leading to continual improvement in our operating practices. This policy of continual improvement coupled with the provision of adequate human resources and a clear understanding of customer requirements will lead to strengthening consumer confidence in our ability to provide excellent products and service.

I commit and actively promote that all employees of West Australian Mechanical Services Pty Ltd to abide by and implement our policies and procedures in order to enhance our reputation as a customer focused company.



Darryl Lathwell
General Manager
West Australian Mechanical Services Pty Ltd.

Date: 20/1/2011