



## Everyone is responsible

- We encourage ownership and responsibility: a commitment is required from every employee.
- Everyone, including contractors, must value and respect Quality rules and guidelines. This covers all aspects of Process, Service and Product.

## Effective management and measurement

- KPIs are established and regularly audited to ensure continual quality improvement.
- Maintaining effective quality management is the responsibility of all managers and employees following our quality management systems.
- We continually monitor, analyse and audit our quality performance; to identify preventive, and take corrective, actions when necessary.
- We accept only quality products and services from our suppliers.

## Transparency in communication and reporting

- Quality incidents must be reported, investigated and learnings shared, and Quality results must be communicated.
- Clear communication with our customers, internal and external.
- Listening to and understanding our customers' expectations and feedback, as well as the expectations and feedback of their customers.

## Providing training and support

- Employees, managers and contractors must be trained to manage Quality in their area.
- Grow and develop our people with appropriate training initiatives carried out on a regular basis.
- The Quality organisation is resourced and trained to provide support to line management.

## QUALITY POLICY

Knauf is committed to continual quality improvement and providing our customers with quality lightweight construction systems.

It is Knauf's objective to meet and exceed our customers' quality expectations through efficient internal processes, quality customer service, and production processes that deliver quality products.

Gavin Burton  
Managing Director  
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Knauf is a major manufacturer and supplier of high quality sustainable building materials to the light weight construction industry in Australia, including plasterboard, compounds, cornice, acoustic design solutions, metal and associated products and systems.