



Australasian Timber Flooring Association

ATFA ISO 9001 Quality Management

(developed April 28th 2020)

This document contains ATFA's Quality Management System (QMS) Scope and Quality Policy.

The inputs and outputs associated with ATFA's QMS will be reviewed annually by the Board of ATFA as it's final Board meeting each calendar year, in keeping with review of its other key documents.

QMS Scope

The scope of ATFA's quality management system encompasses all aspects of ATFA's operations, in particular, ATFA's inspection system. As such, the scope includes but is not limited to:

- ATFA Board operation
- ATFA standing committees
- ATFA events
- ATFA training
- ATFA floor inspections
- ATFA member services
- ATFA member accreditation
- ATFA product compliance
- ATFA publications
- ATFA technical services
- ATFA social media and communications
- ATFA market data collection
- ATFA sponsorship involvement
- ATFA finances

Inputs and outputs associated with these and any new developments are captured by ATFA's Quality Services Structure (developed in 2019).

Quality Policy

The Quality Policy of ATFA is to:

- Establish and maintain a Quality Management System, which satisfies the requirements of ISO 9001:2015, and any other member or client specific requirements.
- To consistently provide services and products in a manner which will satisfy member and client requirements in all respects.
- To implement appropriate actions to mitigate any risks and improve opportunities associated with internal / external issues, and to meet the needs and expectations of members and other interested parties.
- To maximise staff competence in carrying out their assigned tasks.
- To strive to continually improve our services provided to members, the industry more broadly and external clients, using this Quality Policy, quality principles, weekly performance evaluation reports to the ATFA Board, findings from audit assessments, corrective actions and annual Board Review.
- To establish a high level strategic plan and operational goals within the company, that will be measured and reported upon most weeks to the ATFA Board via a CEO update to Directors and staff.
- To maintain documented information as evidence demonstrating compliance with the Quality Management System.
- To control & continually monitor all projects undertaken through ATFA's Project Manager initiative.
- To comply as a minimum with all applicable statutory and regulatory requirements.
- To review the Quality Management System annually to ensure its effectiveness in achieving the stated quality policy.

The ATFA Board and Management team are fully committed to the above and actively encourage a similar commitment by personnel at all levels of the Company. This Quality Policy is evaluated annually as part of the overall review of the Quality Management System to ensure its stated objectives are met. This policy was endorsed and approved by the Board of ATFA on May 14th 2020.