



LABORATORY QUALITY POLICY

SMS Geotechnical is a privately owned, innovative, and independent laboratory providing materials testing services to the civil, mining and construction industries.

SMS's superior service is due to a team of dedicated, highly trained and skilled staff who are all proud and share in the company's passion for supporting the construction industry to be productive, sustainable, environmentally mindful and profitable.

The quality of our work and our commitment to building strong client relationships aims to create a good reputation within the industry.

To align with the organisational goals of the company, the Laboratory has established, maintained and is committed to a quality management system in accordance with AS ISO/IEC 17025. General requirements for the competence of testing and calibration laboratories.

The quality management system has been developed to ensure that SMS Geotechnical:

- adopts and maintains good laboratory practice
- meets the needs and expectations of the construction and mining industries
- strives for continuous improvements and innovation in methods and processes
- ensures compliance with relevant standards and statutory and regulatory requirements
- continually evaluates, reviews and improves the effectiveness of the management system
- maintains a reputation of honesty, integrity, quality and capability

To meet the above objectives, the staff at SMS Geotechnical are customer-focused and committed to pursuing best practice.

Compliance with this Quality Policy is fundamental to all operational activities of SMS Geotechnical. Staff in this Laboratory are required to support and be committed to this Quality Policy, familiarise themselves with the Quality Documentation, implement the policies and procedures in their work and have an understanding of the relevance and importance of their activities and contribution to the achievement of the objectives of the Quality System.