

## What do we need to do?

We will meet our customers' changing needs by providing:

- ✓ innovative and easy-to-use products and services
- ✓ friendly service by knowledgeable staff
- ✓ consistent on time delivery
- ✓ value for money
- ✓ modern, efficient networks.

We will build our people's commitment to these goals by:

- ✓ promoting job satisfaction
- ✓ encouraging participation in the success of the business
- ✓ recognising outstanding service to customers
- ✓ rewarding outstanding performance.

## Our goal

Our goal is to give our customers convenience, control and choice. It's about understanding what matters to them, and we do this by listening and responding.

We want to give our customers products and services they currently need or may need in the future, while making it easy for them to do business with us. We aim to exceed expectations and keep our customers connected to the world.

## What is ISO 9000?

ISO 9000 is a quality management standard that presents guidelines intended to increase business efficiency and customer satisfaction.

Read the Group Quality Policy to learn how APG will meet its requirements to retain the ISO 9001 certification and enable our contractual obligations to our customers.

## Why is this important?

One of the most satisfying aspects of work is a job done well. When you produce high quality work that gets praise from a manager, sell a quality product that fulfils a need, or provide quality service that makes a customer smile, it makes you proud, right?

**Consistent high quality is one of the keys to making APG one of Australia's iconic trusted brands.**

## What do you need to do?

We want to continue to provide great products and service to our customers through our people's commitment to quality. Doing your job to the best of your ability, every day, helps our customers and our business.