

To be market leaders, Total Electrical Construction Pty Ltd (trading as TEC Contracting) will deliver excellence in the provision of personnel, services and products across all areas of our business. Our goal is to achieve outstanding levels of customer satisfaction by meeting and surpassing agreed Client needs and requirements.

We are committed to providing quality design, manufacturing, installation, commissioning and maintenance services throughout Australia.

We will achieve this through:

- Implementing, maintaining and making improvements to our Quality Management Systems based on the principles of ISO 9001:2015.
- Building mutually profitable relationships with our Clients and suppliers, ensuring their long-term success through the understanding of their needs.
- Setting and reviewing annual plans and quality objectives appropriate to our risks and opportunities.
- Complying with all laws and other requirements that we subscribe to.
- Providing all necessary training and inductions for employees and other sub-contractors as required.
- Identifying and solving all non-conforming issues.
- Monitoring and reviewing all processes for suitability and continuous improvement opportunities.
- Encouraging consultation, co-operation and communication of personnel at all levels in the organisation.

It is the responsibility of all employees, suppliers, sub-contractors and others to:

- Comply with the company's Quality policy and procedures.
- Follow all documentation, i.e. drawings, standards, plans, etc.
- Undertake all required training and inductions.

Total Electrical Construction Pty Ltd and its employees are committed to working together to meet quality objectives and consistently delivering high-quality products and services.



**Grant Dempsey**  
Director

