Quality Policy

The CSE Global (Australia) Pty Ltd group of companies provides design, engineering, integration, installation, commissioning and servicing of instrumentation, power conversion, power protection, automation, telecommunications systems, and ICT networking and facility management, including managed rental systems and product sales.

CSE is committed to providing professional products, solutions and systems that consistently meet client expectations. The company adopts the principles of 'Process Management' and continually builds a culture of continuous improvement within the organisation.

We strive to:

- Earn customer recognition of our focus on continuing quality
- Strive for complete understanding of our customers' changing needs and expectations
- Use only selected, approved and preferred suppliers
- Develop and achieve Quality Improvement Goals
- Continually improve our business processes

To achieve this aim we:

- Maintain, monitor, review, audit and continually improve the Quality Management System, consistent with the requirements of ISO 9001
- Comply with all regulatory and other requirements, as well as any contractual obligations within our agreements in relation to quality
- Set appropriate and sound Quality objectives and targets which will be regularly reviewed to ensure they remain relevant
- Foster close and mutually beneficial relationships with clients, suppliers and subcontractors, resulting in positive solutions for all internal and external stakeholders
- Engage suitably qualified, skilled and experienced employees
- Provide education and training in order to continually improve the skills of our staff, and their awareness and knowledge of quality issues and practices
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence

We engage our employees to support our Quality Management System by:

- Providing knowledge and awareness of the CSE Quality Policy, and emphasising the importance of adherence with its purpose
- Proactively identifying and reporting any non-conformity in our processes, with a view to enhancing the Quality Management System and its performance

Roy Rowe
Chief Executive Officer
CSE-Global (Australia) Pty Ltd

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