



QUALITY POLICY

Interior DB Limited T/A IDB

Version: IDB QA Rev 1.1

Date Issued: 1st January 2025

Next Review: 1st January 2026

1. Purpose

To establish IDB's commitment to delivering interior fit-out and construction projects in Auckland & around New Zealand that consistently meet or exceed client expectations, comply with applicable New Zealand Standards and Regulations, and drive continual improvement across all aspects of our operations.

2. Scope

Applies to all IDB employees, subcontractors, suppliers and stakeholders engaged in commercial fit-out, renovations, refurbishments and related construction services throughout New Zealand, with primary focus on projects in the greater Auckland region.

3. References

- AS/NZS ISO 9001:2016 Quality Management Systems – Requirements
- NZS 3910:2013 Conditions of Contract for Building and Civil Engineering Construction
- NZS 3915:2005 Conditions of Contract for Building and Civil Engineering Construction
- IDB QA Rev 1.1 Construction Contract Quality Management Specification

4. Quality Commitment

IDB shall:

- **Deliver Client Value:** Understand and fulfil client needs, ensuring projects are delivered on time, within budget and to agreed scope and quality.
- **Comply and Conform:** Meet or exceed all relevant statutory, regulatory and contractual requirements, including building codes, Health & Safety, environmental controls and NZTA quality specifications.
- **Embed Excellence:** Promote best-practice workmanship through competent staff, approved subcontractors and suppliers who share our commitment to quality.
- **Continuously Improve:** Monitor performance, capture lessons learned and systematically improve processes, systems and capabilities.
- **Maintain Safety & Sustainability:** Integrate safety, health, environmental and sustainability principles into every phase of project delivery.

5. Quality Objectives

IDB establishes and reviews the following measurable objectives annually:

1. **On-Time Delivery:** ≥ 95 % of projects completed by contractual dates.
2. **Client Satisfaction:** ≥ 90 % positive feedback on post-project surveys.
3. **Right-First-Time:** ≤ 2 % of work requiring rework or remedial action.
4. **Audit Performance:** Zero major non-conformances in internal or external quality audits.
5. **Training & Competence:** ≥ 20 hours of quality-related training per staff member per year.



6. Roles & Responsibilities

- **Managing Director & Leadership Team:** Provide leadership, resources and strategic direction for the Quality Management System (QMS); review performance at least annually.
- **Quality Manager:** Independently oversee QMS implementation, maintain the Quality Manual, conduct internal audits, manage non-conformances and coach project teams.
- **Project Managers & Site Managers:** Execute project-specific Quality Management Plans (QMPs), Inspection & Test Plans (ITPs) and manage hold/witness points in line with IDB requirements.
- **All Personnel (Employees, Subcontractors, Suppliers):** Understand, comply with and actively contribute to IDB's quality requirements, reporting any non-conformances promptly.

7. Quality Management System

IDB's QMS is based on ISO 9001 principles and includes:

- **Quality Manual & Procedures:** Documented processes covering project initiation, planning, execution, monitoring, control and close-out.
- **Project-Specific QMPs:** Addressing "Lead & Direct Quality," "Enable Delivery of Quality," "Quality Delivery" and "Measure, Analyse & Improve Quality" as per IDB Section 5.
- **Work Breakdown & Separable Work Package Plans:** Detailed for each project phase, with defined roles, responsibilities, risk assessments, methodology statements and resource allocations in accordance with IDB Section 6.
- **Inspection & Test Plans (ITPs):** Schedules of test methods, acceptance criteria and documentation requirements.
- **Quality Records Management:** Cloud-based Quality File repository for all ITP results, Non-Conformance Reports (NCRs), Requests for Information (RFIs), material certifications, audit reports and handover documentation.

8. Inspection, Testing & Non-Conformance Control

- **Inspection & Testing:** Carried out by qualified personnel or IANZ-accredited laboratories, with results recorded and made available to client and Construction Quality Advisor.
- **Non-Conformance Management:** NCRs raised for any deviation, with root-cause analysis, agreed remedial action, verification by the Quality Manager and formal sign-off by the client or their representative.

9. Performance Monitoring & Reporting

- **Monthly Reporting:** Summaries of ITP results (pass/fail), NCR and RFI status, RVT feedback, quality risks and improvement initiatives included in project management reports.
- **Audits:** Scheduled internal audits and periodic external reviews of the QMS, with findings reported to senior management and corrective/preventive actions tracked to closure.
- **Management Reviews:** Held at least annually, reviewing quality objectives, audit outcomes, client feedback, NCR trends and resource effectiveness.



10. Continuous Improvement

IDB will:

- Analyse quality data and meeting outputs to identify trends and improvement opportunities.
- Update procedures, work instructions and training programs in response to lessons learned and regulatory changes.
- Share best practices across projects to foster a culture of quality excellence.

Authorised by:

Christopher Watt

Managing Director, Interior DB Limited T/A IDB

1st January 2025