



MISSION

Nolan Meats Pty Ltd seeks to combine the diversity of its team make-up and available resources to deliver 'best value' meat related products and services. We measure our success by our stakeholders repeated patronage of our enterprise.

We acknowledge the win/win principle for all stakeholders and underpin this principle by addressing the following five key areas;

1. Ethics

We:

- 1.1. Actively encourage and implement a culture of integrity, trust, honesty and commitment in moving towards best practice and regularly test team members understanding of this ethos.
- 1.2. Have clearly described our responsibilities to the community for public health, safety and ethical business practices in policies and official documentation available to all.
- 1.3. Take all necessary actions to promote and conform to the principles and objectives of environmentally sustainable development and are available to the community for consultation in this process.
- 1.4. Maintain a business environment that is transparent to the customer so that we are in a position to mould and anticipate their changing and future requirements.
- 1.5. Say 'please' and 'thank you' and treat others with respect.

2. Quality

We:

- 2.1. Maintain a comprehensive, user-friendly Quality Assurance system describing all our major production and service delivery processes. This is integrated into our management system.
- 2.2. Have processes in place that trace and regularly evaluate inputs, outputs and people which are critical to developing and maintaining an environment for quality.
- 2.3. Collect accurate data in a standardized format, which is easily comparable to data from other sources within the company. This data is easily accessible to authorized stakeholders as a framework for decision making.
- 2.4. Support a responsive, preventative and improvement based approach to all non-conformances.
- 2.5. Regularly use Key Performance Indicators (KPI) to communicate important issues and key objectives to the entire company.



3. Value

We:

- 3.1. Avoid excessive bureaucracy and 'sacred cows' in all areas, at all times and regularly question whether the current process/event is adding to, or robbing value from the company.
- 3.2. Respect that value is both intangible and tangible and therefore have regard for the 'spirit of our company' (intangible) as well as the 'balance sheet' (tangible).
- 3.3. Have a process which clearly defines our customers' needs and prioritize those needs to deliver outcomes they value.
- 3.4. Empower our team members to communicate across the company to give feedback internally to resolve customer issues.
- 3.5. Encourage all team members to make decisions within the scope of their responsibility and to report outcomes to Directors

4. Enjoyment

We:

- 4.1. Care for all stakeholders (ourselves, our team, our customers, our community) and recognize early signs of antagonism which we convert to creative energy.
- 4.2. Believe enjoyment equals 'involvement to shape ones own future' and therefore provide an environment which promotes learning, self-improvement and rewards for active participation.
- 4.3. Provide an environment that enhances the morale, well-being and growth of our people.
- 4.4. Have a strategy and systems in place for involving all people in implementing the continual improvement to achieve best practice outcomes for all stakeholders.
- 4.5. Believe customers are paramount to our success and their dealings with us should be guaranteed to be always pleasurable.

5. Innovation

We:

- 5.1. Strive for excellence in all areas and have the courage and confidence to change and innovate even/especially when it challenges 'conventional wisdom'.
- 5.2. Eliminate barriers between individuals, departments and customers to achieve new and exciting goals (aim to make things happen).
- 5.3. Gather and internally share information gained from suppliers, customers and stakeholders and utilise the information to maximize outcomes when developing plans.
- 5.4. Are always alert to all possible opportunities to enhance products or processes by systematic, achievable and timely advances.
- 5.5. Believe the ultimate truth in having a successful business is: "there is no ultimate truth".