

### **Intended Outcome of the system**

The intended outcome of our Management System is to:

- Demonstrate our ability to consistently provide product and service that meets customer and applicable statutory and regulatory requirements
- To enhance customer satisfaction through effective application of our system including processes for improvement and assurance of conformity to both customer and applicable statutory or regulatory requirements.

### **Our Promise**

*We see ourselves as our industry's first choice by:*

- *Providing a fully compliant and outstanding service by better understanding our clients' needs through continual review*
- *Delivering what we promise on time and on budget*
- *Protecting our clients' brand names through discretion and respect*

*We deliver this through our values which are:*

- *Responsibility*
- *Pride and Professionalism*
- *Honesty and Integrity*
- *Efficiency*
- *Innovation*

### **Objectives**

It is the objective of this policy and the supporting system to enhance our product and service, to minimise damage by identifying, reducing or preventing the impact of internal and external issues, and to ensure:

- that the requirements of ISO9001:2015 are understood and met
- that business, statutory, regulatory and legislative and other requirements are understood and met
- that we set ourselves measurable objectives and monitor our performance
- that our management system ensures our customers' requirements are promoted throughout our company
- that the integrity of our management system is maintained when changes are planned and implemented
- that adequate trained resources are available
- that this policy and promise is communicated and understood so that people are aware of their contribution to the effectiveness of the system and the benefits of improved performance

### **Continual Improvement**

We are committed to the ongoing review and improvement of our Management System.

This policy will be reviewed yearly as part of the Management review of the system.

Copies of this policy will be made available to interested parties on request to the Management Systems Representative.

Signed:



*Mark Scotney*

Title: MD