

## QUALITY MANAGEMENT PLAN

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### 1. Scope

The scope of this plan relates to the management of all quality documentation, procedures and processes that relate to the delivery of a consistent and appropriate product to clients and consumers. The application of this plan achieves a synergy in operations that guarantees a measured, traceable and controlled approach towards the delivery of quality product. This ensures a minimum of risk to internal and external stakeholders and complies with customer / client requirements.

### 2. Quality Policy

The organisation has an internal quality management system that consists of the following key elements:

- Professionalism
- Accountability
- Transparency
- Confidentiality
- Safety
- Environmental Management

We are able to manage internal quality provision through the following mechanisms:

**Internal Auditing:** The organisation is focused on the provision of the highest quality of products delivered to clientele within an established timeframe and within budget constraints. To ensure such standards are maintained, we utilise the following processes:

- The use of qualified and competent staff at all times
- Continual maintenance and management of all equipment and machinery to correct standards
- Monitoring of environmental standards and legislation
- Implementation of environmental and safety management plans

**Customer Relationships:** The organisation is a customer focussed and customer driven service. As an organisation the following processes are utilised in order to ensure that customers' needs are met within a consistently high standard:

- **Contract Analysis:** All contracts are constantly analysed and reviewed to ensure that customers are provided with the service agreed to, within all environmental, safety and budgetary requirements
- **Verbal Feedback:** Customers and / or clients are contacted during and after the work is completed to ensure they have the opportunity to comment on all aspects of service delivery

**Conflict Management:** There are a number of mechanisms and processes in place that shortcut, prevent and deal with customer complaints. In order to prevent possible complaints we: