



QUALITY POLICY

Standby Property Maintenance provides high quality property maintenance services to government departments and private organisations throughout New South Wales. The successful provision of these services requires a high degree of expertise and capability to ensure the quality and consistency of our service.

This goal is achieved through implementation of our Integrated Management System (IMS), which aims to provide our clients and interested parties with the assurance that the services provided by Standby Property Maintenance meet their current and future needs.

To consistently deliver a quality service that guarantees customer satisfaction, we will:

- Complete projects on time, on budget, and in accordance with client's requirements;
- Understand the needs and expectations of clients and interested parties;
- Establish and pursue quality objectives and targets designed to improve customer service and satisfaction;
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered;
- Maintain a competent and committed workforce that fully understand our Integrated Management System policies, objectives and procedures;
- Consult with employees regarding the requirements of interested parties, processes and resources required for successful project outcomes;
- Measure our performance and use this information for the continual improvement of our services and integrated management system;
- Recognition of individuals who demonstrate excellence or innovation in service delivery;
- Continuously engage all stakeholders in meaningful consultation and communication to establish mutually beneficial relationships;
- Maintain and continuously improve an Integrated Management System that complies with the requirements of the International Standard ISO 9001:2015.

Our Quality Policy is applicable to our directors, all workers and contractors and to any person or organisation that represents us, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Standby Property Maintenance.

Philip Cornock
Managing Director

05/08/24
Date

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