

OUR OBJECTIVES ARE:

To consistently manage our business activities within a quality framework that meets or exceeds our industry benchmark standards and the expectations of our clients.

Visible commitment to a continual improvement process that ensures our management systems are effective, sustainable and represent industry leading practice in the delivery of “business solutions” for our clients.

WE WILL ACHIEVE THIS BY:

Ensuring that we understand and respect our client requirements;

Conducting continuous review, analysis and honest assessment of our own performance; and

Sustaining organic growth through continuing professional development and internal mentoring.

SPECIFICALLY, WE WILL:

Maintain a management system that ensures service delivery at or above the required standard, within budget and to schedule;

Apply all diligence in ensuring the service and product provided to our clients is fully compliant with the relevant legislation;

Manage, control and protect information, documents and data provided to us by our clients;

Maintain communications and data transfer capability that will enable efficient and responsive links with our clients and within our own organisation;

Regularly audit and review the effectiveness of our business practices to;

- ensure that internal quality control processes are being effectively applied and acted upon;
- identify areas of excellence, constraint or opportunities for improvement; and
- verify that our suppliers, sub-contractors and others who influence our service capacity can provide the same level of commitment to quality outcomes.

Provide the necessary resources to achieve our stated objectives;

Maintain records and other documentary evidence that verifies our commitment has been applied as stated;

Seek feedback from our clients and team members as to our quality performance and to act on this information; and

Subject our management system to external audit as a pathway to achieving system certification against the requirements of ISO9001.