

IMS 3 – QUALITY POLICY

Downes Group is a multi - disciplinary company providing its customers with service excellence in all aspects of planning, project management, surveying, environmental services and development consultancy, aiming to continually improve the service provided to achieve maximum customer satisfaction.

It is built on the following principles and objectives:

- ▶ understanding, defining and conforming to the agreed requirements of our customers;
- ▶ always delivering the right result first time, on time;
- ▶ being seen to add value to our Clients
- ▶ continually improving the effectiveness of the management systems;
- ▶ ensuring that all our employees understand the management systems through appropriate and effective training; and
- ▶ gaining commitment from all of our employees to the process of continual improvement.

A key context to decision-making processes has always been focused on building trusted relationships that go beyond client relations to building relationships with all stakeholders, including Local and State Government and the broader community.

As a benchmark, the Downes Group has implemented an integrated management system in line with the requirements of ISO 9001 standards as a foundation for continual improvement. Quality objectives have been established and are regularly reviewed.

Director



Date 13/02/2019

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