

Quality Management Policy

GM Civil & Construction Surveying (GMCCS) is committed to delivering the highest standards of work to its clients. Modelling our processes on a continuous improvement cycle, GMCCS effectively deliver superior outcomes whilst meeting customer expectations and requirements.

It is the policy of GMCCS that all employees make every reasonable effort to **“Do it once, Do it right”**. This mission reduces wastage across rework, defects and non-conformances.

GMCCS is committed to improving its Quality performance by aiming to **“Do it once, Do it right”**.

GMCCS shall continuously improve its effectiveness by:

- Complying with relevant legislation, including acts, regulations, notices, standards and codes of practice and ensure that any changes to legislation, including acts, regulations, notices, standards and codes of practice that effect GMCCS and its processes will be communicated accordingly.
- Providing suitable resources to ensure that the Quality Management System (QMS) and documentation is maintained and continually improved. Non-Conformances shall be effectively identified, rectified, recorded and reviewed and improvements fed back into the QMS. Provision of the latest System document revisions and training in the use of System documentation shall be provided to all effected users.
- Setting company wide Quality objectives and targets that meet the requirements of this Policy. Objectives and targets will be continually monitored and measured and organisational progress towards these targets reported to senior management on a monthly basis. The measurement of objectives and targets will form the basis for continuous improvement initiatives across the GMCCS organisation to reduce and eliminate work related non-conformances.
- Ensuring that all workers understand their Quality obligations and responsibilities of this Policy through inductions, training, position descriptions, provision of Quality materials and other methods deemed necessary by management.
- Ensuring this policy is reviewed by senior management on an annual basis in order to establish and maintain its relevance and appropriateness in meeting the GMCCS Quality objectives and targets and relevance to the organisations work activities.

It is the responsibility and expectation that all GMCCS staff will actively promote and implement the objectives of this policy and work toward **“Do it once, Do it right”**.

This policy will be displayed at all GMCCS head office and branches.


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Gavin Mackenzie
Managing Director

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3 December 2016
Date