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RELATED POLICIES AND DOCUMENTS: All IMS documentation

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## **COMMITMENT**

Programmed Property Services are committed to promoting awareness and adherence to all quality standards in everything we do.

We are committed to exceeding our customers' expectations with the quality of our services as well as complying with the requirements of AS/NZS ISO 9001:2008.

## **PROCESS**

We recognise continual improvement as a process that supports business innovation and sustainability.

To support the delivery of our quality standards we are dedicated to continuous training and development of our people in order to maintain the highest level of skill and expertise.

The Quality Policy will be communicated to all personnel within the business and implemented through the Integrated Management System.

## **STANDARDS**

Our Integrated Management System is focussed on standardised business process and regular feedback to the company on compliance performance.

The processes embodied within the Integrated Management System, will be used to meet quality objectives including complying with customer contractual requirements, customer satisfaction objectives and shareholder expectations, while focussing on continual improvement.

We are committed to achieving quality outcomes by living our company values of Safety, Team, Responsibility, Improvement, Pride and Recognition.



Chief Executive Officer