

# RC Quality Management System

## Quality Policy

Version: 4.1



### ❖ Quality Policy

*Reeman Constructions is an established enterprise providing construction management services to clients throughout New South Wales.*

The key principles underpinning our policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Monitoring and reporting of agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Management System that complies with the requirements of ISO 9001:2015.

Our quality objectives are to:

- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and Management System

Reeman Constructions' quality policy is applicable to our Directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf. This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations.

We communicate this policy and its objectives in various ways to interested parties through mechanisms such as induction of new employees, scheduled team meetings, email alerts, and listing of our policy on our company website.

A handwritten signature in black ink, appearing to read 'Shane Reeman', is written over a horizontal line.

Shane Reeman  
Director

16/05/2023

Date

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