



Fendley Consultancy Pty Ltd

HSEQ Quality Policy 003 v1.2

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'Strive for Excellence'

Fendley Consultancy's mission, goals and objectives are directed towards ongoing process improvement as a basis for strengthening our competitive position and for improving service quality and standards.

It is the policy of Fendley Consultancy to operate its business in a manner that consistently meets or exceeds the quality standards set by stakeholders – being customers, industry regulators and the communities within which Fendley Consultancy's operations are conducted. Fendley Consultancy is committed to continuously improving the quality of operations and the services provided by the company.

Service quality is a customer determination and as such Fendley Consultancy will strive to:

- Identify the changing needs and expectations of our customers.
- Maintain processes and procedures which ensure that these changes are accommodated.
- Provide services on time.
- Provide an employment/contractual environment where continuous improvement is encouraged.
- Train all Fendley Consulting personnel and sub- contractors to act in accordance with the requirements of this policy
- Strive for excellence

Fendley Consulting supports the application of appropriate quality systems in order that all stakeholders benefit from this quality commitment.

Ian Fendley
Managing Director
Fendley Consultancy Pty Ltd

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