

We are committed to delivering quality services and products to meet or exceed client expectations and focusing on continued improvement in our processes. Our Quality Objectives serve to underpin the delivery of our customer service and products, and maintain our competitive advantage.

Quality Objectives:

- Customer satisfaction
- Delivery performance
- Proposal acceptance
- Quality of service
- Contract extension / repeat business
- Adherence to contract budget
- Employee retention
- Organisational knowledge

Using integrated processes and systems, these objectives will be achieved by:

- planning and implementing actions to address risks and opportunities associated with its context and objectives,
- consistently providing products and services that meet customer requirements,
- complying with all statutory and regulatory requirements,
- supporting all employees and workers to embrace our Company culture of continuous improvement of services and products and facilitating opportunities to enhance customer satisfaction,
- understanding the external context by considering legal, technological, competitive, market, cultural, social, and economic issues, including international, national, regional, and local,
- encouraging innovation across all operations, activities and employees and partners,
- actively promoting our services and products to current and potential clients to encourage and sustain growth,
- continuously monitoring and evaluating our activities to identify opportunities for improvement, and
- planning and monitoring financial, contract and supply activities to ensure the long-term involvement and profitability of all stakeholders.