

The Managing Director of Civcorp Pty Ltd has adopted the policy of providing a quality construction service to all clients in the form requested by them.

The commitment is to produce finished work that is fit for purpose, gives customer satisfaction, and meets all the specified requirements including delivery times and verification records.

The company will operate in a safe and environmentally responsible manner with maximum efficiency using best practice methodology.

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs, responsiveness and expectations of our customers
- develop and maintain processes and procedures that ensure that these changes are accommodated
- Identify and record all significant risks and opportunities that could impact on the business
- provide quality products and services on time, and
- provide an employment environment where continuous improvement is encouraged.
- Establish measurable, achievable, and realistic quality objectives and Targets.
- Maintain a Quality Management System to ISO9001:2015

We, as a company will:

- Ensure all staff are competent and qualified to carry out their roles in accordance with legislative requirements
- Invite input including suggestions for improvement regarding our processes and system
- strive to ensure that customer, interested parties and stakeholder satisfaction is achieved always, and in all things, and
- Review our quality policy, processes and procedures at least annually to ensure effectiveness of the overall management system.



David Kerrison, Managing Director