

QUALITY POLICY

At Dunstans we are committed to providing a high standard of service and quality of work.

Our goal is to constantly deliver quality services and to meet our Client's expectations and needs – continually striving to improve our performance and systems as a leader in our field.

DUNSTANS WILL:

- ◆ **IMPLEMENT** and maintain an Integrated Management System that is easy to use, effective and appropriate for our business.
- ◆ **CONTINUOUSLY** develop and improve the effectiveness of our Integrated Management System.
- ◆ **PROMOTE** an organisational culture that is committed to providing a quality service and encourages people to integrate quality management into the way they work.
- ◆ **ENSURE** we manage quality on a site/job-specific basis so that we can achieve planned quality outcomes.
- ◆ **SET** objectives and targets to measure our performance and identify opportunities for improvement.
- ◆ **REGULARLY** communicate with our Clients to ensure we have a clear understanding of their needs and expectations and that we are continually meeting their requirements.
- ◆ **COMPLY** with relevant regulatory and other obligations.



Murray Dunstan
Managing Director

