

QUALITY POLICY

GMGs vision is to be a leading provider of project management and construction services, providing best for project outcomes and client satisfaction, professionally and with rigor.

Gowdie Management Group is committed to ensuring it meets its client needs and requirements by establishing robust management systems to improve our services, enhance customer experience, support innovation, drive efficiency and meet the objectives of the business.

Our Management System Commitment

- GMG is committed to promoting awareness and continuous improvement in achieving the highest standards in everything we do
- We are committed to meeting our client's expectations with the quality of services as well as complying with the requirements of ISO 9001
- To support the delivery of our quality commitment we are dedicated to continual training and development of our people in order to maintain the highest level of skill and expertise

Measurement, Analysis and Improvement

- Our management systems will focus on standardised business processes that best fit our services and will enable regular feedback to our leadership group on compliance performance
- When planning and acting on the processes within the management system, we will incorporate an assessment of risks and opportunities to determine and evaluate the outcomes of our actions
- The processes embodied within the management system will be used to meet and set measureable quality objectives including meeting the expectations of client's community and other stakeholders, while focusing on improvement

This policy applies to all services undertaken by GMG.



JOHN GOWDIE
Managing Director

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N.B. A copy of this policy is displayed in head office, is available on the company website (www.gmggroup.com.au) and is communicated during an induction.