

## QUALITY POLICY

Pacific Survey specialises in the provision of quality professional surveying services within the civil and construction industries.

Our quality objective is to meet or exceed our customer requirements and expectations in a cost effective, proactive and professional manner.

To achieve our quality objectives, we will provide adequate resources and assign appropriately qualified persons the responsibility to:

- Maintain and operate a Quality Management System which complies with the requirements of ISO 9001:2015 and keep third party certification of this system.
- Establish quality processes to deliver results in accordance with the customer requirements.
- Identify and satisfy our legal and other requirements.
- Determine and address risks and opportunities that affect conformity of our products and services and the ability to enhance our customer satisfaction.
- Measure, monitor and report on our business processes.
- Take actions to continually improve process performance and the Quality Management System based on results.
- Ensure all our people are familiar with our Quality Policy and are suitably qualified and trained to undertake their various responsibilities.
- Encourage all our people to help develop or improve our business processes within their area of responsibility.
- Enhance the competencies of all our people to improve the performance of their various responsibilities.
- Maintain survey equipment and software that is reliable, cost effective and fit for purpose.
- Encourage performance feedback from our customers and identify and action opportunities for improvement.

The Management Team of Pacific Survey is fully committed to the successful implementation, maintenance and continual improvement of the effectiveness of the Quality Management System.

Approved  
by:



Director

Date:

05/07/2021