

Sydney Builders Group Pty Ltd is committed to meeting the needs and expectations of its clients by the consistent implementation of its Quality Management System. This is achieved by:

- Certification and demonstration of compliance to ISO 9001:2015
- Communicate our policies and management system to all employees
- Regularly carrying out client feedback reviews
- Consistently provide products and services that meet our clients', applicable statutory and regulatory requirements
- Analyse the risks that can affect conformity of products and services and establish preventative actions
- Identifying opportunities to enhance customer satisfaction
- Review and improve our management system and processes in a structured way
- Strengthen relationships and encouraging repeat business with existing clients
- Work collaboratively with our supply chain to ensure a consistent approach
- Build a strong culture based on integrity, honesty, openness, trust and respect
- Develop the skills, knowledge and experience of our employees to enable them to reach their full potential
- Make available sufficient and competent resources
- Plan our operations effectively to get them right first time, eliminating the risks associated with nonconformity and to protect the health and safety of all
- Inspect, test and verify our products and assure the quality of our work
- Continually strive to improve our performance and share good practice
- Collect, manage and deliver accurate and complete information in a timely manner to control building and construction activities
- Make available the knowledge necessary for the operation of our processes and to achieve conformity of products and services

It is Senior Management's fundamental beliefs that the Integrated Management System will not only increase client satisfaction, but it will also enhance the Company's long-term productivity and competitiveness through continual improvement of management, delivery and maintenance processes.

Approved By:

Ashley Agostino -Director

Issued date: 07.04.2021



IMS Group:	1. Policies	Issued: 07.04.20	Revision Due:	27.02.2022
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