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De Waal Advisory
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QUALITY POLICY

De Waal Advisory aims to provide services that meet or exceed our customers' requirements and to promote the practice's objectives.

We achieve this by operating a quality management system which continually improves our ability to understand our customer's requirements, to plan our services in response and to monitor our performance against those requirements.

Our specific quality objective are:

- To deliver services according to the brief.
- To deliver services on time.
- To reduce services defects and re-work.

Continuous improvement in quality of our services is the responsibility and obligation of every employee and each of our contractors in accordance with their terms of engagement.

De Waal Advisory therefore commits to establish, implement, and continually improve a quality system through compliance with AS/NZS ISO 9001:2015.

Therefore, we will:

- Comply with OHS legislation and regulations applicable to the business generally and the construction industry in particular.
- Ensure that customer expectation, as well as specifications, are an integral part of every new project, and monitor that those expectations are achieved.
- Minimise re-work by ensuring staff and contractors understand the scope of their services and have the training to execute those services.
- Make quality services the joint responsibility of management and staff.
- Utilise every available means to do everything right, the first time.
- Maintain and monitor project-level quality goals and objectives as set out in our individual project management plans.
- Ensure staff receive ongoing education and training with respect to quality processes.
- Investigate consistent non-conforming services and implement preventive and corrective actions to minimise the risk of recurrence.
- Allocate sufficient resources to carry out the tasks under this policy.

The successful achievement of our quality goals is dependent on pro-active planning and production of our services with due consideration to excellent scope definition, proper procurement and rigorous inspections and testing of services and processes.

All staff and contractors are required to adhere to this policy.

A. E. de Waal

Adré de Waal
Principal