

# Quality Policy

ServiceFM provides high-quality, integrated facility services to a broad range of industry sectors.

Our business model recognises that Everything's Connected, and we provide flexible, transparent, and scalable services to meet the needs of our clients in all regions of Australia.

This policy is intended to provide a framework and principles for establishing and monitoring the quality of activities and tasks undertaken as part of our business operations. It recognises the need to embed quality assurances and continuous improvement in all major activities if it is to efficiently operate and meet the needs of its various interested parties and stakeholders.

This policy applies to all ServiceFM employees, workplaces, and work activities.

**ServiceFM is committed to satisfying our clients' expectations for product and service delivery, cost effectiveness, quality, and excellence in all we do by never compromising on the quality, compliance and safety of our products and services.**

## To demonstrate our commitment ServiceFM will:

- Ensure that the satisfaction of our clients is the primary focus of our business operations.
- Empower and encourage our employees to participate in quality improvement activities through teamwork and consultation.
- Consistently provide products and services that meet client requirements.
- Promote and drive continual improvement and innovation throughout our organisation through a program of internal audits and inspections.
- Identify and comply with legislative, regulatory, stakeholder and ethical obligations.
- Establish and set meaningful objectives and targets that performance will be monitored, measured, and analysed.
- Identify competency needs and provide appropriate training and professional development for employees.
- Respond to complaints by acting immediately and decisively.
- Identify, report, investigate, and resolve all non-conformities and take action to prevent recurrence.
- Continually review resources to ensure that they remain enough to meet quality objectives and expectations.
- Maintain and continually improve a management system that incorporates quality management in accordance with the requirements of ISO 9001.



James Pollock  
Managing Director

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