

QUALITY ASSURANCE POLICY

Our professional responsibility extends beyond our clients and we have an obligation to ensure that all projects undertaken by our practice meet the expectations of the broader community in areas such as quality, health, safety and environmental factors. All our designs are compliant with industry best practices, legislation, Australian Standards and contractual requirements.


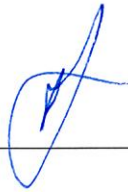

It is our intention that, our clients are made aware of this commitment and to also develop a widely understood reputation for the quality of the services we provide. It is also our expectation that our staff will embrace these ideals and demonstrate their commitment by verifying that their actions and work is undertaken in compliance with our Quality System.

Our Quality Policy shall be reviewed every 12 months in consultation with all relevant parties and FMSA reviews our quality performance against measurable objectives in quarterly Management Review meetings. The Quality Management System shall also be reviewed annually and every effort will be made to improve the effectiveness of the Quality Management System at each opportunity.

Achieving our quality objectives is the responsibility of all staff and staff shall be trained in the QMS process including this policy and objectives at induction and at our regularly convened Staff meetings. This policy is communicated to our Clients and external providers during the tender process and is available on our web site for all interested parties.

FMSA QUALITY OBJECTIVES

1. Zero complaints from interested parties.
2. Zero external provider issues.
3. All clients provide references.
4. Quarterly Management Reviews.
5. All Management Meetings / Project Meetings will review Quality issues.
6. Confirm all Staff attain a training plan.
7. Assist all Professional staff to achieve 20 CPD points each year.
8. Results of project design reviews will be recorded, reviewed and actioned.

Director:  Date: 9/05/18 Director:  Date: 9.5.18
 Practice Quality Manager:  Date: 09.05.18