



Collaboration. Dedication. Realisation.

QUALITY POLICY

Signature Project Management (Signature PM or SPM) is an organisation established to provide our clients with professional, specialised project management services in feasibility studies, property development, new construction, refurbishment, fit out and other associated works, so as to achieve a sustained competitive advantage and significant business improvements. SPM will provide a team of specialised staff who will work with our client in a collaborative manner to deliver projects to meet the requirements set out by the client brief.

The minimum standard that will be applied to the Quality Management System is AS/NZS ISO 9001:2015. It is the policy of SPM to achieve and maintain the highest level of client satisfaction through a process of establishing high quality objectives, a regular review of processes and the implementation of improvement strategies, where required. SPM's commitment to continuing development include:

- To implement the disciplines of ISO 9001, to develop and maintain the processes needed to produce a level of project management of a consistent standard of quality and at a competitive cost.
- To foster good relationships with clients by effective communication and encouraging feedback.
- To continually improve the effectiveness of the Integrated Management System.
- To document and measure quality objectives and targets through internal audit and management review.
- To deliver project management services in accordance with the client brief.
- That all personnel consistently aim to improve the overall quality of the company's services.

SPM acknowledges that standards of excellence will only be achieved and maintained through clear and unequivocal direction by management, who will be committed to stimulating a participatory atmosphere and sense of pride in quality by all employees, subcontractors and suppliers. SPM believes that in actively embracing this policy, the corporate goals will be achieved as well as the individual goals of all our staff.

The Director of SPM has overall responsibility for the control and review of the system and this policy. This document will be showcased to promote all initiatives to attain and improve quality to:

- Provide all personnel with adequate information and training to enable all tasks to be undertaken with a consistent standard of quality.
- Ensure that excellent relations between SPM and all personnel are maintained.



Dean Gavrilovic
Director, Signature Project Management



Date