

Policy Statement:

OTM Civil Construction Group Pty Ltd (OTM) provides project management, construction and maintenance services on civil construction projects. We are fully committed to completing the task correctly and to delivering the highest level of quality the first time.

A company goal and focus is to grow the business through excellence in project delivery and satisfying our customers' expectations in regards to quality, performance and value.

OTM will provide the necessary resources and management support to achieve this goal.

We have established – and will maintain, review and continually improve – our system for management of quality as applied to the provision of our activities and services.

The Directors of OTM undertake to ensure that the Quality element of our organisation's integrated QHSE (Quality Health Safety and Environmental) Management System complies with ISO 9001:2015.

This policy governs OTM's corporate and operational procedures which provide the framework for management of quality at all OTM owned and occupied work places.

Objectives:

OTM undertakes to:

- Continually improve operational productivity and efficiency;
- Understand customer requirements and attain acceptable levels of client satisfaction;
- Supply services and materials which consistently meet contractual client requirements;
- Ensure that all personnel are competent to undertake assigned tasks;
- Provide adequate information, training and supervision to employees and contractors;
- Plan project delivery processes to minimise risk and realise budget and schedule objectives;
- Set workable project-specific quality targets that can be analysed at the end of each project; and
- Take timely action to prevent occurrence or recurrence of non-conformity.

Responsibility:



Scott Stedall & Shane Maunder
Directors – 15 November 2016