

Quality Assurance Policy

PURPOSE

The purpose of this Policy is to lead Continuous Improvement Systems and Processes, Increase Performance Management of operations, and develop Strategies to ensure a competitive sustainable future across all existing and new business steams.

In addition to current help desk maintenance operations quality assurance to AS/NZO ISO 9001:2000 accreditation, obtain full and total registration across all company divisions with three years of inception.

POLICY

Complex Property Group aims to implement the organisation's continuous improvement systems and processes across its operations and for its employees and representatives.

Emphasis is placed on using systems and strategies to actively encourage team and client participation in the process, monitoring and reviewing of performance, and identification of areas for further improvements.

The following, as a minimum, shall be what Complex Property Group strives to sustain for the course of its work and ongoing and future operations:

- Lead continuous Improvement Systems and Processes by encouraging an open work environment and client participation;
- Monitor work outputs and Adjustment of Performance Strategies where and when appropriate;
- Management of Opportunities during the day to day running of the business or as they arise for Further Improvement and increased Efficiency and Performance;
- Embrace Change Management and work within sustainable guidelines;
- Request and Listen to client feedback, particularly in relation to specific staff, sub-contractor and company performance; and
- Implement company improvement strategies in conjunction with team and client involvement where possible.

A handwritten signature in black ink, appearing to read "Domenic Bergamin".

Domenic Bergamin
General Manager
Complex Property Group
1 June, 2015.