

QUALITY POLICY

Intent & Purpose

Springmount Services values our customers and strive to provide products and services which meet and exceed their expectations. We regard communication and feedback with customers as critical to the effectiveness of our overall Quality system. Our company is committed to continually improving our service to ensure we provide the highest quality service to our customers. We are dedicated to delivering exceptional services which exceed the expectations of our clients by adhering to quality certified systems and procedures.

Principles

Springmount Services strives to maintain a consistently high level of service which conforms to contract, mandatory, health and environmental requirements.

Operation and Incidence

Springmount Services shall allocate adequate resources and facilities to ensure quality of product and service compliance with agreed specifications and ensure the safety of all our team members. Our team members are all aware of the importance of good customer relationships and the need to achieve customer satisfaction. We always strive for a high level of satisfaction among all team members so that our workplaces encourage engagement as well as productivity.

Specifically, it will be the responsibility of management to carry out the following:

- Implementation of a Quality Management System based on ISO 9001.
- Monitoring of customer satisfaction and feedback to obtain a measure of the effectiveness of the quality policy.
- An ongoing evaluation of systems and the quality policy refined to achieve a consistent provision of quality service that satisfies the customers changing requirements.
- Regularly monitor and review our performance for continual improvement.
- Periodic review of contracts to ensure profitability.
- Selection and monitoring of suppliers.
- Create an environment of motivation, respect and integrity fostering development of staff competencies, creativity, empowerment and accountability through education and training.
- Conduct our business with ethical, responsible and socially aware conviction.
- Ensure that we comply with all relevant regulatory, legislative and statutory requirements.
- Review our Quality Policy, Objectives and Plans on an annual basis.

RACI

Responsible	It is the responsibility of the GM Corporate Services to implement, maintain and communicate this policy.
Accountable	The final authority for this policy lies with the CEO.
Consulted	When making changes to this policy consultation should be carried out with employees, relevant contractors and the leadership team.
Informed	All changes to this policy should be communicated to all employees and relevant contractors.

Breach of The Policy

Breach of this policy may be regarded as misconduct, leading to disciplinary action, which may result in termination of employment or engagement. An individual may also be exposed to criminal or civil liability for a breach of relevant legislation.