



PACM

Parakeelya Architecture +
Construction Management

Quality Policy

Parakeelya Architecture and Construction Management (PACM) are committed to providing our customers with goods and services to the agreed requirements. We are committed to achieving customer satisfaction using quality procedures to meet or exceed customer requirements and in accordance with ISO 9001 Quality Management Systems, in the following ways:

- Deliver projects **on time** and **within budget**;
- Provide our services consistently to meet or exceed customer requirements;
- Implementing effective systems to allow our company to achieve objectives for quality, cost and schedule;
- Identify opportunities for cost and/ or time savings without compromising on quality;
- Developing systems (physical and electronic) to ensure all property, equipment and products are securely produced, delivered, installed, stored, inspected, maintained and audited for quality control;
- Establishing measurable quality objectives and targets, aimed at the provision of products and services delivered to our customers' requirements and satisfaction;
- Provide oversight by senior management and expert consultants to monitor quality control;
- Provision of regular instruction, training and guidance to all personnel to develop competencies, skills and accountability in quality management;
- Provide on-going training to managers and supervisors to stay up to date with industry best practice and changing regulations;
- Showing strong management commitment and involvement in implementing and maintaining quality systems through face-to-face contact with all levels of the company; and
- Regularly reviewing, monitoring and assessing to continually improving our Integrated Management System (IMS) relating to quality management.

This policy is communicated throughout our organisation and is available to the public.

All personnel are responsible for the quality of their work and are always expected to adhere to and remain committed to this policy when working on our behalf.

This policy will be reviewed annually.

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PACM Director: Ian Sandell

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