

C.E.M. Alliance is committed to meeting our clients' needs and expectations by implementation of the Quality Management Plan.

This is achieved by:

- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Maintaining, monitoring, reviewing, auditing and continuously improving the Quality Management Plan consistent with the requirements of AS/NZS ISO 9001.
- Providing suitable and sufficient resources to implement and maintain the Quality Management Plan.
- Engaging suitably qualified, competent, skilled and experienced people.
- Education and training to continually improve our staff's delivery of our services to our valued clients.
- Identifying, reporting, investigating and resolving all non-conformances and taking actions to prevent recurrence.
- Establishing, reviewing and communicating performance improvement measures and taking action to improve outcomes.
- Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers and implementing effective communication with them on quality and compliance issues.
- Commit to providing our products and services while minimising the impact we have on the environment.
- Ensure all relevant documentation is controlled, traceable and available for use.
- Ensure suppliers and subcontractors meet all standards and specifications.
- Ensure that customer expectations, requirements and specifications are an integral part of every new work program.



**GREG STEELE**  
Managing Director

04/04/19  
DATE