
QUALITY POLICY

CGC IS COMMITTED TO:

- The pursuit of excellence in customer satisfaction, meeting the requirements of ISO9001:2008 and all legal obligations;
- The integration of sound quality management practices into our normal business processes;
- Continuous Improvement of our service and process performance.

IN PARTICULAR, CGC QUALITY POLICY IS TO:

- Create continuous improvement through the implementation and maintenance of an integrated, effective Operations Manual across our business;
- Hold all levels of the organisation accountable for supporting and participating in the Operations Manual implementation and development;
- Take pride in our work to ensure that we get it right first time, every time;
- Operate in compliance with contractual obligations, relevant legislation, permits, standards including ISO 9001:2008 and relevant Codes of Practice.

TO ACHIEVE THIS WE WILL:

- Establish measurable and achievable objectives and targets;
- Monitor performance against objectives through semi-annual Management Review Meetings where corrective and preventative actions are determined and implemented;
- Engage suitably qualified, experienced and competent Staff;
- Provide induction training, to ensure awareness of quality requirements and responsibilities as well as ongoing education and professional development;
- Seek open and honest client feedback regarding our performance and actively pursue improvement opportunities;
- Review the effectiveness of this policy and Operations Manual in consultation with all relevant stakeholders at least annually.