



Quality

Resource Development Group Limited (RDG) is committed to providing “whole of project life” services that consistently meet or exceed our Client’s requirements.

We believe that delivering a high standard of service and quality work to our Clients will help us maintain our market reputation whilst providing a sense of achievement and pride in our work.

Our goal is to develop and maintain an integrated management system (IMS), which is easy to use, effective and appropriate for our business whilst allowing us to deliver services to our Clients that ensure their full satisfaction.

In order to achieve this goal RDG will:

- ✓ Regularly communicate with our Clients to ensure we have a clear understanding of their needs and expectations;
- ✓ Provide our Clients with products and “whole of project life” services that provide value by being fit for purpose, on time, on budget and consistently meet their requirements;
- ✓ Comply with all relevant standards and requirements whilst continually improving our IMS;
- ✓ Establish business objectives and targets and regularly monitor performance against them;
- ✓ Promote a proactive approach in all areas of our service delivery;

- ✓ Use effective management practices that ensure safety to all personnel and the environment and provide consistency of quality;
- ✓ Ensure all personnel are competent and have the necessary skills to carry out their duties safely and effectively;
- ✓ Continually improve our products and services through the setting of appropriate goals and monitoring our performance;
- ✓ Regularly monitor the performance of our IMS and review it for ongoing suitability; and
- ✓ Communicate this policy to our people.

RDG will periodically review this policy to ensure our business continues to provide quality outcomes that reflect our company values.

Andrew Ellison
Chairman

