

QUALITY POLICY



Project Delivery Managers Pty Ltd (PDM) is a North Queensland owned and operated project delivery management consultancy specialising in the delivery of infrastructure projects, developments, and Laser Scanning (LiDAR). PDM acts as the client's representative, combining the applicable professional skills required to deliver the project to completion for the best outcome.

Our services include:

- Project Management
- Asset Management
- Program Management
- Contract Management
- Superintendent's Role
- Inspectorial Services
- Client's Representative
- Project Scope and Feasibility
- Planning Management
- Approvals Management
- Design Management
- High-Definition Video
- LiDAR and 3D Modelling

Our Business objectives are:

- Continuous improvement in everything we do;
- Meet or exceed customer expectations in regards to project delivery times and budgets;
- Exceptional performance in our Industry; and
- Value and develop our people.

Our employees believe in these objectives and are committed to these as values. By acting according to these values, it is our intent that we shall provide outstanding service to our customers, give our employees a safe and enjoyable workplace and grow our business.

Our Quality Management System fully meets the requirements of ISO 9001.

Our management system addresses the following needs:

- Availability of information and resources necessary to support our operations.
- Understanding the needs of our industry and our customers.
- Selection and training of staff and subcontractors/ sub consultants to maintain our high standards.
- Continuous quality inspection practices.
- Regulatory compliance and risk management.
- Monitoring our customers' level of satisfaction after completion of work; and
- Ensuring that not only our immediate customers, but also end-users and other stakeholders benefit from the quality of our work.

The preparation and ongoing operation of a Quality System is as a result of our commitment to quality of product and service, satisfying client's requirements and continued improvement in its own operations including the interaction between us and our subcontractors and suppliers.

This Quality Policy is approved and issued by:

Andrew Franzmann

Director

Quality Policy	Document No.: IBMS-POL-01	Version No.: 1B
Release Date: 31 May 2023	Uncontrolled if printed	Page 1 of 1