

QUALITY POLICY

Our Commitment

Hertel Modern is committed to providing a timely cost effective service to our customers.

Service

This is achieved by providing a range of timely, value for money project management, contract administration and construction services appropriate to the existing and emerging needs of our clients.

Framework

To ensure our objectives are met and client needs satisfied, we have implemented a core process focused 'Business System' that satisfies the requirements of AS/NZS ISO 9001:2008 and provides a framework for consistent delivery of service to our clients.

Staff Involvement

The Business System is dynamic and is based on continuous improvement. All staff are encouraged to contribute to the ongoing improvement and development of processes that support our ability to respond to the constant evolution of the marketplace.

Our Actions

By committing to the concepts and requirements contained in the Business System we will ensure our continuing success in providing services that meet or exceed the expectations of our clients and underpin our long-term viability.

We will regularly monitor and report on our progress.

We will engage with our stakeholders to build relationships based on honesty, openness and mutual trust.

We will foster a relationship of openness to encourage employee interaction.

Every effort will be made in the areas of Quality and client satisfaction to ensure our clients needs are being met.



Steve Skea
Managing Director

15th October 2015