

Quality Policy

Pendoley Environmental is committed to meeting the needs and expectations of our clients by the capable implementation of, and conformance to the Pendoley Quality Management System. This is achieved by:

- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management;
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System consistent within the framework of AS/NZS ISO 9001:2015;
- Providing sufficient and suitable resources to implement and maintain the Quality Management System;
- Engaging suitably qualified, skilled, and experienced people;
- Educating and training in order to continually improve the skills of our people, awareness and knowledge of quality issues and processes;
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence; and
- Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers and implementing effective communication with them on quality and compliance issues.

Quality Objectives will be established and communicated to all employees and key indicators monitored to ensure that:

- Our clients are satisfied with the quality of our services;
- Our business is profitable and continues to grow;
- The Quality Management System continues to improve so the operation is efficient and effective, ensuring delivery of high quality goods and services which will stand up to the expectations of industry and the scientific community.



Kellie Pendoley PhD

Director

1 January 2020



**PENDOLEY
ENVIRONMENTAL**