EVERETT
PROPERTY DEVELOPMENT MANAGEMENT

ISO 9001
QUALITY POLICY

OUR COMMITMENT

Everett PDM provides c*lient-side project management consultancy for property developments and architectural consultancy services for development application documentation*.

Everett PDM recognises that to provide sustainable value to our customers, shareholders and employees; we must achieve continual improvement on performance, efficiency and effectiveness.

Everett PDM achieves this using Business Improvement Management Systems (BIMS) throughout the organisation to ensure continual improvement, while maintaining our Quality Management certification (ISO9001:2015).

POLICY OBJECTIVE

Everett PDM's primary obligation will be achieved by the satisfaction of the following business objectives:

1. **Follow all legal and industry rules** – We fully comply with laws, standards, and codes related to quality, safety, and the environment.
2. **Control our operations** – We apply controls to meet performance targets and keep customers satisfied.
3. **Improve our systems** – We regularly maintain, review, and audit our management system to meet certification needs.
4. **Build strong processes** – We design processes to meet business goals and legal requirements.
5. **Support learning and development** – We help our people grow their skills and knowledge in quality practices.
6. **Use risk-based thinking** – We plan and manage change with a focus on risks and opportunities.
7. **Fix problems quickly** – We report, investigate, and resolve issues fast, and prevent them from happening again.
8. **Check partner performance** – We assess consultants, contractors, and suppliers regularly and keep communication open.
9. **Provide clear training** – We train staff and partners so they understand their quality roles and responsibilities.
10. **Include quality in everything** – We apply quality thinking across all work, using consistent policies and procedures.

Name: Dan Everett
Signature:
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