

Quality Management Policy

General Policy

As we continue to pursue quality in all aspects of our operation, Grosvenor Engineering Group will use The Cycle of Service Innovation (C.O.S.I) to develop and implement a certified Quality Management System compliant with ISO 9001 and focusing on continual improvement.

Management Responsibility

The COSI is an integration of all responsibilities of Grosvenor people when executing their day to day work in order to service our clients. The COSI maps out how these responsibilities are executed, what actions make up each responsibility, what deliverables come from each responsibility, who is responsible for each responsibility, who executes each responsibility and how people work together in executing each of their responsibilities.

The role of Management is to lead and continue to develop the COSI, ensuring that all Grosvenor Employees, Contractors and Subcontractors fully understand the COSI, their work role within the COSI framework and understand how to execute their role competently in order to continue being innovative and bringing a quality of service to the marketplace that allows us to offer a better value proposition to our clients.

Specific Responsibilities

a) Managers

Each manager is required to ensure that this policy is developed and effectively implemented in his area of control and that employees are appropriately supervised and trained to meet the requirements under the program.

b) Team Leaders

Each Project Team Leader is responsible for ensuring that, in their area of control, the risk management program is complied with and that employees are appropriately supervised and trained to meet the requirements under the program.

c) Technical and Non-technical Staff

All engineers, technicians, construction crew, assistants and all non-technical support staff are to co-operate with the Quality Management policy and programs to ensure compliance.

d) Subcontractors

All sub-contractors, engaged to perform work on behalf of Grosvenor, are required as part of their contract, to comply with our quality management policy and programs. Failure to comply or observe a direction will be considered a breach of the contract.

Quality Assurance Programs

In order to implement the general provisions of this policy, a program of activities and procedures are set up, and will be updated annually, which will include:

- COSI Induction Training for Project Team Leaders and Managers
- COSI Induction training for Technicians and Assistants
- Implementation of a certified Quality Management System in accordance with International and Australian Standards



Nicholas Lianos - Managing Director

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