

Quality Policy

INTRODUCTION

To provide clients through all Forest Tree Service Pty Ltd activities the delivery of products, services, communications and processes consistent with the principles and practices of Quality Assurance as defined by Australian Standards

POLICY

Forest Tree Service's policy, principles and practices in relation to 'quality' are as follows:

1. Forest Tree Service promotes 'quality' in all its services and believes in a systemised process approach for developing, implementing and improving the effectiveness of its quality management system (QMS), to enhance customer satisfaction by meeting or exceeding customer requirements.

Forest Tree Service's QMS determines and manages numerous linked activities using its QMS resources, and manages these in order to transform our various inputs into deliverable services (outputs) in a documented and repeatable process with the added aim of measuring and reviewing all aspects to seek and achieve continuous improvement.

Forest Tree Service is committed to our system of processes, together with the identification and interactions of all processes and their management to produce the desired outcome - 'a process approach'.

Our QMS provides ongoing control and linkage between our individual processes, as well as control over their combination and interaction with an aim to achieve the highest levels of customer satisfaction.

Forest Tree Service emphasises the importance of understanding and meeting customer requirements, the need to consider processes in terms of adding value, obtaining results of process performance and effectiveness to ensure the continual improvement of all our services based on objective measurement.

Forest Tree Service believes that customers play a significant role in defining requirements and standards and we actively monitor customer satisfaction via evaluation of information relating to customer perception as to whether our services have met the customer requirements.

2. Customer feedback is documented and tabled at management meetings and reviews of actions and processes discussed and agreed to ensure constant improvement. Clients are sent copies of any feedback documentation for comment and input (including resolutions or changes to processes, procedures or service revisions).

3. Forest Tree Service aims to deliver, quality, innovation and efficiency in all our services at prices that represent "best value" for our clients. Where best value is defined as "the most ideal combination of quality of service, price, safety, efficiency and innovation" that can be consistently delivered.

This policy will be reviewed annually as to its effectiveness and to incorporate changes within Forest Tree Service and our Safety and QMS systems.

Kerry Moore
Managing Director
14th August 2017