

Quality Policy

At **Complete Asset Management Solutions (Complete AMS)**, we help businesses with high value, tangible assets execute cost-effective and sustainable maintenance strategies. We are top tier quality maintenance professionals with over 200 years of combined experience.

Complete AMS is committed to delivering quality services to meet or exceed client expectations and focusing on continued improvement in our processes. We accomplish this by establishing, implementing, and maintaining a quality policy that is appropriate to the purpose and context of the organisation and supports its strategic direction and provides a framework for setting quality objectives.

Objectives

<ul style="list-style-type: none"> • Customer satisfaction • Delivery performance • Proposal acceptance • Quality of service 	<ul style="list-style-type: none"> • Contract extension/repeat business • Adherence to contract budget • Worker retention • Organisational knowledge
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Achieving Objectives

This will be achieved through an integrated process and systems approach by:

- Plan and implement actions to address risks and opportunities associated with its context and objectives.
- Consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
- Ensuring all workers embrace the **Complete AMS** culture of continuous improvement of services and facilitating opportunities to enhance customer satisfaction.
- Understanding the external context by considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional, or local.
- Encouraging innovative product, service, and process development throughout **Complete AMS** and actively promote our range of services and products to current and potential clients to encourage and sustain growth.
- Continuous monitoring and evaluation of activities to enable the identification of opportunities for improvement.
- Planning and monitoring financial, contract and supply activities to ensure the long-term involvement and profitability of all stakeholders.

Quality Policy	Version No: 1	Page: 1 of 2
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Complete AMS will continue to strive for best practice and continuous improvement to maintain our sustainable competitive advantage for quality of performance. Our aim is to attain a standard of customer service well above that expected in our industry.

Kane Watkins
Managing Director

Date: 29 September 2021