

Quality Policy

Policy title:	Quality Policy
Applicable to:	All elements of the business of TSA Riley

Purpose

The purpose of this policy is to maintain and improve TSA Riley's quality management system to meet the requirements of the ISO 9001:2015 Quality Management standard.

Definitions

Staff: Board members, stakeholders, employees, independent contractors, subconsultants, apprentices, trainees, and volunteers of TSA Riley

TSA Riley: TSA Management Group Holdings Pty Ltd and its related bodies corporate (TSA Riley)

Policy

TSA Riley is committed to providing a service which constantly meets clients' requirements and achieves the highest possible level of satisfaction, in order to become a consultant of first choice for challenging and complex projects in the built environment.

It is the policy of TSA Riley to:

- Maintain an effective management system that complies with the requirements of ISO 9001:2015.
- Continually improve the effectiveness of the management system.
- Establish and monitor measurable objectives.
- Comply with applicable statutory and regulatory requirements.
- Operate in accordance with best practice.
- Ensure that Staff have a sound understanding of our quality management system.

To achieve our vision, we must continuously improve the quality of our services that we provide to our clients. We will achieve this through the application of high standards and a systematic approach to the delivery of our consulting services.

TSA Riley establishes measurable and monitored objectives that are in line with the strategic direction of the business. These objectives ensure we operate in accordance with best practice, whilst complying with all applicable statutory and regulatory requirements across the group.

This Policy, together with our management system, will be periodically reviewed to ensure their continued suitability.

Name Andrew Tompson
Position Group Chief Executive Officer
Date 16th September 2024
Signature 