

# Quality Policy

Our mission is to offer quality professional services that provide reliable, cost effective and sustainable solutions for public and private sector customers.

In order to ensure that the quality of these services is maintained and improved, Tonkin Consulting has implemented a Quality Management System based on the requirements of AS/NZS ISO 9001:2008.

## The Quality Management System requires that:

- We gain a satisfactory understanding of the requirements for each assignment that we undertake to ensure that the solutions we deliver meet our customer's expectations;
- Our work is properly planned and managed to ensure that our services are delivered in a manner which enhances our professional standing;
- Competent staff are assigned to undertake the work and that opportunities are provided to allow staff to broaden their skills and achieve job satisfaction through training and by undertaking more complex and challenging work under proper supervision;
- Feedback is sought on the services that we deliver and the operation of the system to allow continuous improvement of our operation;
- We comply with statutory obligations, standards and codes of practice relevant to quality management.

The assurance of quality is fundamental to all work undertaken by Tonkin Consulting and members of staff are to adhere to the requirements of the Quality Management System for all assignments undertaken by the Company and to maintain records to demonstrate that the Quality Management System has been followed.



Ken Schalk  
Managing Director  
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