

QUALITY MANAGEMENT POLICY**Purpose and scope**

Quality management is integral across all departments of GVK-Siya Zama. It underscores the principles of our value set while guiding corporate governance and, most importantly, customer experience. The Group is committed to the pursuit and delivery of the highest standard of quality – relative to requirements – on all our projects.


Continuous evaluation and assessment are part of our processes and include frequent client surveys that inform and guide improvement, the streamlining of operations and ensures that we continuously meet, and exceed, customer expectations. Management and staff of GVK-Siya Zama Building is committed to the policy and acknowledges that it is vital to ensure a sustainable business.

Roles and responsibilities

This policy applies to all employees of GVK-Siya Zama.

Procedures

1. The Quality Management Policy aims:
 - to ensure that the Group’s Business Operation System (hereafter referred to as the “BOS”) and policies translate into practical, cost effective quality management practices across all operations;
 - to ensure that all our employees and role players have the required competencies in order to conduct themselves in a responsible manner by monitoring our quality standards and other relevant standards and to meet Group Objectives by consistently delivering quality builds and built experiences;
 - to continually monitor performance by means of audits, checks and inspections that drive compliance with our objectives, policies, systems and mandatory requirements;
 - to ensure, as far as possible, that all employees, suppliers and contractors deliver the highest level of quality standard of work achievable to ensure customer satisfaction;
 - to ensure that the Group is recognised as setting and maintaining the highest standards in the industry for quality management practices and delivery of service excellence.
2. GVK-Siya Zama’s quality practice is guided by the parameters of the Group BOS which is based on the principles of ISO 9001:2015.
3. The Quality Management Policy:
 - is available to all staff and frequently communicated and explained to all employees (and clients, where required),
 - is displayed around the Company’s offices and on site,
 - is a living document and open to improvement by employees
4. During a 2021 Management Review these targets and objectives were agreed and communicated to all staff:
 - Increase efficiencies by 50%
 - Improve Quality Culture across all group operations
 - Review Quality Management System
 - Develop and implement an electronic SHEQ compliance system
 - Obtain ISO 9001:2015 certification in all regions
 - Ensure customer satisfaction by achieving 100% return customer metrics



E. Meyburgh
Group CEO

25/06/2021
Date