Durban Landscaping
& Garden Maintenance

# QUALITY POLICY

Durban Landscaping and Garden Maintenance Pty Ltd (Durban) have been providing garden and indoor plant maintenance and landscape installations and restorations to the commercial, industrial, public parks, health and educational sectors since 2021.

Management has set quality objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently, and are regularly monitored and recorded. To ensure this, Durban has developed and implemented a Quality Management System that complies with the ISO 9001:2015 standard.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

Durban management is committed to:

- ✔ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- ✔ Documenting and measuring quality objectives through internal audit and management reviews
- ✔ Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost
- ✔ Fostering good relationships with clients by effective communications with them and encouraging feedback
- ✔ Satisfying all applicable requirements
- ✔ Valuing our people, our most important asset
- ✔ Ongoing training of staff where required
- ✔ Ensuring that every employee constantly aims to improve the overall quality of Durban services in line with the requirements of our ISO 9001 Quality Management System.

By adopting this philosophy, the clients of Durban will be assured of an excellent standard of service in accordance with their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system to maintain its suitability and effectiveness.

Name: Gina Lucas glucas

Position: Director

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