

Apollo Property Group strives to consistently provide construction, refurbishment and fit-out services that meet or exceed its client's requirements and expectations, while always complying with applicable laws, regulations and industry codes.

To assist in achieving this goal, Apollo Property Group aims to:

- Implement quality systems that meet the certification requirements of AS/NZ ISO 9001
- Ensure its quality systems are regularly audited and monitored, and continually improved.
- Regularly review the data from quality systems to identify and investigate non-conformance issues and opportunities for improvement in its practices.
- Measure and review the effectiveness of steps taken to address non-conformance issues and steps taken to make improvements.
- Increase knowledge about quality systems, and commitment to their implementation, by:
 - Staff training, and
 - Encouraging all staff to practice:
 - Risk-based thinking, with a view to identifying the possibility for errors when doing any work, and how that risk can be minimized, and
 - Innovative thinking, with a view to identifying and taking advantage of opportunities for improved quality outcomes, and
- Raise the awareness of contractors (including sub-contractors) and their staff about quality issues relating to any Apollo Property Group projects or work.

Apollo Property Group establishes and reviews measurable quality objectives on both an overall and project-specific basis, via the management review process and individual WHSE Action Plans. The following general objectives have been established:

- Minimise project non-conformances and defects.
- Minimise customer complaints and issues.
- Increase customer satisfaction.
- Ensure on time (or earlier) project delivery.

Authorised by



Leon Bowes
Managing Director
21/02/2024

All Print Copies Uncontrolled	Document Identification	Classification	Document Type	Document Name	Version	Issued	Doc Owner	Approved By	Page No
	POL-001	2	Policy	Quality Policy	B	21/02/2024	SCM	LCB	1 of 1