



DMA GLOBAL

PROPERTY SPECIALISTS SINCE 1991

QUALITY POLICY

DMA Global is committed to the provision of high-quality services. All DMA Global Staff are experienced, highly skilled practitioners in our fields, and it is an expectation that we exhibit leadership in the vital function of quality outcomes in the delivery of advice, reports and management. This most fundamental expectation of the performance of each of our Staff underpins DMA Global core values.

To ensure the achievement of this expectation, DMA Global has established the following strategies:

- The pursuit of excellence in customer satisfaction;
- The integration of sound quality management practices into our normal business processes;
- Create continuous improvement through the implementation and maintenance of an integrated, effective integrated Management System across our business. Improvement reviews will take place quarterly in which issues and opportunities are identified and corrective / preventive actions taken;
- Operate in compliance with contractual obligations, relevant legislation, permits, standards including ISO 9001:2015 and relevant Codes of Practice;
- Monitor performance against objectives through annual Management Review Meetings where actions are determined and implemented. Objectives will be reviewed and modified as deemed appropriate;
- Review the effectiveness of this policy and the Integrated Management System in consultation with all relevant stakeholders at least annually;
- Undertaking internal audit processes to review compliance with IMS requirements;
- Monitoring performance of staff and third-party suppliers, promptly addressing deficiencies where they occur.

