

ADM – QUALITY MANAGEMENT SYSTEM POLICY**Purpose**

Our Quality Management System (QMS) policy defines the commitment of ADM Surveyors to deliver services that meet or exceed customer expectations while complying with applicable standards, regulations, and statutory requirements. This policy serves as the foundation for continual improvement in all aspects of our operations.

Scope

This policy applies to all employees, departments, and functions of ADM Surveyors, and extends to our interactions with suppliers, partners, and customers.

Policy Statement

ADM Surveyors is dedicated to achieving excellence in quality management by adhering to the following principles:

- 1. Customer Focus**
 - *Understand and fulfil customer needs and expectations.*
 - *Strive for customer satisfaction through reliable and high-quality products/services.*
- 2. Customer Feedback**
 - *Actively monitor customer satisfaction through feedback, complaints and performance reviews to identify opportunities for continual improvement, .*
- 3. Leadership**
 - *Demonstrate leadership and commitment at all levels of the organization.*
 - *Establish a shared vision and clear objectives for quality.*
- 4. Engagement of People**
 - *Encourage active participation and empowerment of employees at all levels.*
 - *Foster a culture of accountability, teamwork, and continuous learning.*
- 5. Process Approach**
 - *Adopt a systematic approach to achieving consistent and predictable outcomes.*
 - *Ensure processes are well-documented, monitored, and improved.*
- 6. Continual Improvement**
 - *Commit to the ongoing enhancement of our QMS.*
 - *Use data-driven decision-making to identify and act on opportunities for improvement.*
- 7. Evidence-Based Decision Making**
 - *Base decisions on accurate, timely, and relevant data.*
 - *Utilise performance metrics to guide quality initiatives.*
- 8. Mutually Beneficial Supplier Relationships**
 - *Build strong partnerships with suppliers to ensure high-quality inputs.*
 - *Collaborate on shared goals to achieve mutual success.*

9. Risk-Based Thinking

- *Identify, assess and manage risks and opportunities that may affect the quality of our services and customer satisfaction.*

Management Commitment

ADM Surveyors' management team is committed to maintaining and continually improving the Quality Management System. Management ensures that adequate resources are available, customer requirements are understood and met, quality objectives are established and reviewed, and continual improvement is promoted throughout the business.

Objectives

To implement this policy effectively, we set measurable quality objectives that align with our strategic goals and customer requirements. These objectives are regularly reviewed and updated.

Responsibilities

- **Top Management:** *Ensure the availability of resources and support for QMS implementation and maintenance.*
- **Quality Management Team:** *Oversee the development, monitoring, and improvement of the QMS.*
- **All Employees:** *Comply with the QMS policies and procedures and contribute to quality initiatives.*

Communication

This Quality Policy is communicated to all employees during induction and is available to customers, suppliers and other interested parties upon request.

Review and Updates

This policy will be reviewed annually, or sooner where significant organisational or legislative changes occur.

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Managing Director

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