# Commitment

Multiflex facility services is committed to customer satisfaction and providing exceptional services in a professional manner.

The Company is committed to complying with all requirements imposed by legislation, industry regulators, our Clients and the ISO 9001 Standard and continually improving the effectiveness of quality process management and performance.

# Approach

To support our commitment, we have developed, implemented and maintain a Quality Assurance System by which all employees shall abide. The Company strives to take a proactive approach in achieving service excellence by:

* Focusing on our customers’ needs and requirements;
* Optimising “value for money” through maximising productivity and minimising deficiencies;
* Communicating quality information throughout the company, our client base and other stakeholders;
* Providing the resources and training necessary to demonstrate compliance;
* Establishing measurable objectives and targets;
* Ensuring management acknowledge their roles and responsibilities and lead by example as per Company policies and procedures;
* Regularly reviewing and updating policies and procedures in accordance with the nature and scale of our operations;
* Managing nonconformities by focusing on prevention, early detection and efficient resolution;
* Regularly evaluating the Quality Management System with Top Management to identify opportunities for improvement; and
* Ensuring all subcontractors and suppliers are aligned with our policies and procedures.

All staff who work on behalf of {company} are required to:

* Adhere to Company policies, procedures, instructions and rules;
* Assist the Company in meeting quality objectives and targets;
* Cooperate and coordinate on Quality Assurance System processes and improvement initiatives with the Company and relevant stakeholders;
* Safeguard company and client property; and
* Report all actual and potential deficiencies and damages immediately to the relevant Supervisor or Manager.



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| *Director*  |
| 21 March 2019 |