

Business Policy

CPS Global is engaged in the business of providing property advisory, site selection & acquisition, town planning, project management and development management services for the telecommunications and building services industries.

This policy confirms our commitment to meeting and exceeding the quality standards expected by our clients in the delivery of management services, based on the requirements of ISO 9001:2015 and Australian Mobile Telecommunication Association (AMTA).

Emphasis is placed on quality processes that ensure we have;

- A thorough understanding of customer and regulatory requirements in all aspects of the telecommunications and related industries
- Continue to Meet and or exceed these requirements during the conduct of business in providing project management services
- Review current and possible future processes to ensure that management services continually meet client requirements in all aspects but in particular site selection, site acquisition and following the installation process through to completion
- Continually improve of our teamwork, processes for recording and inspection of delivered services and supporting administrative activities
- Use the Business System as a tool in achieving best practice outcomes across the organisation through the adoption of continual improvement strategies
- Implement thorough staff skills and awareness training and clearly identify responsibilities for quality are established and communicated to all employees
- Ensure policies and procedures remain appropriate by initiating reviews to check for effectiveness and ongoing relevance
- Conduct reviews and gather feedback on continuing and changing needs and expectations of clients and initiate continual improvement activities to meet these demands
- Continually measure, monitor, evaluate and document the performance and effectiveness of the quality management system
- Maintain and enhance the Business Management System in line with ISO expectations for continued certification

CPS Global is committed to running its business to continually enhance and implement the goals established and set out above and review this policy annually.

Scott Munro Managing Director



Date: 25 June 2016