



LUCY
COMMERCIAL
PROJECTS

ABN: 86 147 569 640

Quality Policy Statement

The quality and reliability of the Lucy Commercial Projects' services are seen as paramount to the success and growth of our business.

Our Top Management is therefore committed to demonstrating leadership and commitment with respect to our quality management system, and shall take accountability for the effectiveness of the system in ensuring applicable product and service requirements are met.

However, quality must continue to be the concern of every person in the Organisation, not just the sole responsibility of Top Management. Every person in the Company has quality related responsibilities, and it must be accepted and understood that every aspect of what we do in the business ultimately affects the level of client satisfaction.

The Organisation is committed to establish quality objectives at relevant functions, levels and processes needed for the quality management system. All quality objectives shall be appropriate, measurable and continuously reviewed and updated to ensure product conformity and enhance customer satisfaction.

Our Quality Management System shall be designed to ensure that we consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system.

The Quality Management System that the Organisation has established is based on compliance with the standard AS/NZS ISO9001:2016. The systems, processes and methods employed within the system are to be kept under continual review and improved whenever and wherever possible.

These principles are basic to the Organisation and all employees are expected to embrace and support them as a team and to actively pursue the requirements of the Quality Management System so that we can meet the expectations of our clients.

Signed: _____ *Ffarcut* _____ Date: _____ 17/03/2021 _____

Florin Farcut
Managing Director