

## Quality Policy

VFT Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build mutually profitable relationships with our customers, ensuring their long-term success through understanding their needs and the needs of their customers. This policy is appropriate to the purpose and context of the organisation and supports our strategic direction. It is communicated and understood by all staff.
- Achieve our commitments for quality and schedule, continually reviewing and improving the effectiveness of our quality management system.
- Enhance systematic research and the use of best preventive practices at all levels, ensuring reliable risk management. This provides a framework for establishing and reviewing quality objectives.
- Drive continual improvement and innovation based on efficient business processes, well-defined measurements, best practices, and customer surveys.
- Develop staff competencies, creativity, empowerment, and accountability through appropriate development programs, showing strong management involvement and commitment.
- Ensure compliance with ISO 9001:2015 requirements, continually improving our quality management system to maintain certification and exceed industry standards.
- ISO 9001:2015 Certification: VFT Engineering Surveyors is certified under ISO 9001:2015 for the provision of engineering surveying services, including drawings, scanning, and point cloud modelling, and the provision of qualified surveying resources to client-managed projects. This certification demonstrates our commitment to quality management principles, including a strong customer focus, the motivation and involvement of top management, the process approach, and continual improvement. We ensure that all aspects of our business processes align with the requirements of ISO 9001:2015 to enhance customer satisfaction and operational excellence.