

QUALITY POLICY

Neo Civil Pty Ltd firmly understand that the quality of their product and the quality of the project delivery will be used as one of the most important measuring sticks by the client, subcontractors and suppliers. Committed and continual attention to quality assurance is absolutely essential for the development of the company and will be embraced by all Neo employees, Neo subcontractors and Neo suppliers.

Neo is committed to:

- Compliance with contractual and legislative requirements.
- Establishing measurable quality management objectives and targets.
- The continual improvement of our quality management system.

We pride ourselves on a reputation for the fair and responsible execution of all contracts to deliver quality construction services to the complete satisfaction of our clients. Our performance is sustained by our commitment to the following core principles:

- A companywide dedication to understand and exceed Client expectations.
- The development, monitoring and continuous improvement of effective management systems.
- An organisation based on each member being accountable for corporate performance.
- A collaborative participation with internal and external stakeholders.

Our Quality system documents procedures that detail systematically the planning and controlling our business processes to ensure:

- Compliance with client expectations.
- Analysis of performance and reduction of non-conformances.
- Implementation of regular audit programs.
- Maintaining evidential records as verification of compliance with the quality system.

The Neo Quality System is based on the requirements of Australian Standards AS/NZS & ISO 9001.



Mike McGurk
General Manager
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