www.tsrhorizons.com
TSRhorizons
CONSULTING

quality statement

we will get results, without compromise or exception

Our goal is to become the "Go To" risk and safety team for all Western Australian resource and energy developments.

To achieve this aim we must develop a base of loyal clients and continue to develop new client relationships, so that we may grow.

quality policy

We understand that our client relationships will only thrive if we provide "quality" outcomes and "valuable" support services. We will only be able to do this if we ensure that our definition of "quality" and "value" is the same as our clients'.

We will not provide our clients with a proposal for services until we feel that we are clear on the outcomes that they need and their expectations with regard to the way we reach these outcomes. We will listen to their definitions of "quality" and "value", understand them, and ensure that those are the expectations that we meet, if not exceed.

We will ensure that our people are involved in this process, so that all stakeholders share the same goals. Our people have individual responsibility for applying this policy in the performance of their key accountabilities.

system implementation

To ensure that we are consistent in our approach to quality, we are committed to developing and documenting a comprehensive yet practical Quality System which fulfills the requirements of ISO 9001:2008.

We will achieve this with a vigorous approach to innovation and identifying opportunities for improvement. We will lead by example, and our people are empowered to fully contribute to, and participate in, this process.

Once developed and certified, we will regularly review our systems and client satisfaction to ensure continued improvement in policy and procedure, our products and services.

Graham Bower-White
Executive Director, Operations
31 August 2013

Claire Bower-White
Executive Director, Corporate
31 August 2013

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