

Quality Policy

Policy Statement

Savills Project Management is a leading national professional project management business that leads rather than follows. We foster a working environment that is committed to achieving results and putting our clients first to meet their requirements and desired outcomes.

We believe the key to our success and achieving our objectives is our people working together and consulting with each other.

Key Objectives

We continually seek to:

- Provide our services to the highest standard
- To meet our clients' requirements
- To achieve client satisfaction
- Comply with legislative requirements and standards
- Provide our people and others, as appropriate, with regular information, instruction, training and supervision to ensure compliance with our quality requirements
- Review our objectives and targets with the aim to improve our performance and increase client satisfaction
- Review our policies, processes and systems periodically to ensure they remain relevant, appropriate and in accordance with legislation
- Provide sufficient resources to ensure quality is a key focus, and that the quality management system is properly implemented and maintained
- Monitor and review the quality performance of the business

Responsibilities

Success in our business and the achievement of our objectives relies on our people taking responsibility for quality performance and outcomes by

- Complying with our Quality Policy and Business Management System processes
- Advising management of their clients' feedback, satisfaction levels including any instances of dissatisfaction to allow follow up, and taking appropriate action to resolve any issues, with the aim to continually improve our service
- Consulting and cooperating with our people and others as appropriate
- Understanding the responsibilities inherent to their role
- Understanding and using the applicable business systems
- Participating in applicable training

Endorsed by:



Gavin Boswarva
Managing Director