



Advanced Projects

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Reg. No: 1999/05550/1/23
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Quality Policy

1. Policy Statement

Advanced Projects and Cleaning Services CC is committed to delivering high-quality high-pressure water jetting services that consistently meet or exceed our clients' expectations, comply with all applicable regulatory and statutory requirements, and adhere to relevant industry standards. We believe that quality is the responsibility of every employee and is fundamental to our success, client satisfaction, and the long-term sustainability of our business. Our commitment to quality drives continuous improvement in all aspects of our operations.

2. Scope

This policy applies to all aspects of Advanced Projects and Cleaning Services CC's operations, including but not limited to:

- All high-pressure water jetting services provided to clients.
- All processes, procedures, and activities undertaken by employees and contractors.
- The procurement and maintenance of equipment and materials.
- Client interactions and communication.

3. Objectives

The objectives of this Quality Policy are to:

- **Client Satisfaction:** Consistently meet and strive to exceed client requirements and expectations for service quality, reliability, and efficiency.
- **Compliance:** Ensure full compliance with all relevant national and international laws, regulations, codes of practice, and industry standards applicable to our services and operations in South Africa.
- **Continuous Improvement:** Foster a culture of continuous improvement, regularly reviewing our processes, performance, and management systems to enhance service delivery.
- **Competence:** Ensure that all employees and contractors are competent, adequately trained, and possess the necessary skills and knowledge to perform their duties effectively and to the required quality standards.

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- **Resource Management:** Provide and maintain the necessary resources (equipment, technology, human resources) to support high-quality service delivery.
- **Prevent Defects/Errors:** Implement measures to prevent non-conformances, defects, or errors in our service delivery.

4. Key Principles

- **Client Focus:** Understanding and fulfilling client needs and expectations is paramount. We actively seek client feedback to measure satisfaction and identify areas for improvement.
- **Leadership Commitment:** Management is fully committed to leading by example, providing resources, and promoting a quality-focused culture throughout the organisation.
- **Employee Engagement:** All employees and contractors are integral to achieving quality objectives. Their involvement, training, and empowerment are essential.
- **Process Approach:** We define, implement, and manage our processes effectively to ensure consistent results and efficient operations.
- **Evidence-Based Decision Making:** Decisions related to quality improvement are based on analysis of data and information.
- **Relationship Management:** Building mutually beneficial relationships with suppliers and partners is key to enhancing the quality of materials and supporting services.

5. Quality Management System (QMS)

Advanced Projects and Cleaning Services CC will establish, implement, maintain, and continually improve a Quality Management System (QMS) based on recognized quality standards (e.g., ISO 9001 principles, where applicable). The QMS will include:

- **Documented Procedures:** Clear and comprehensive procedures for all key operational and support processes.
- **Quality Planning:** Defining quality objectives and the processes and resources needed to achieve them for each project.
- **Resource Provision:** Ensuring adequate personnel, equipment, infrastructure, and work environment are available and maintained.
- **Competence, Training, and Awareness:** Regularly assessing training needs, providing necessary training, and fostering awareness of quality objectives among all personnel.
- **Monitoring and Measurement:** Regularly monitoring service performance, operational processes, and client satisfaction.
- **Non-conformance Management:** Identifying, documenting, and addressing non-conformances, implementing corrective and preventive actions.
- **Internal Audits:** Conducting regular internal audits to verify compliance with the QMS and identify opportunities for improvement.
- **Management Review:** Senior management will periodically review the QMS to ensure its continuing suitability, adequacy, and effectiveness.

6. Responsibilities

- **Management:** Ultimately responsible for the overall quality performance of the company, setting quality objectives, providing resources, and ensuring compliance with this policy.
- **Quality Manager/Representative (if applicable):** Responsible for the development, implementation, and maintenance of the QMS, coordinating quality initiatives, and reporting on quality performance.
- **Supervisors/Team Leaders:** Responsible for implementing quality procedures within their team's, ensuring work is performed to standard, and addressing quality issues promptly.
- **Employees and Contractors:** Responsible for understanding and adhering to quality policies and procedures, performing their duties to the highest possible standard, and reporting any quality concerns or potential improvements.

7. Client Communication and Feedback

We are committed to open and effective communication with our clients. We will:

- Clearly define service requirements and expectations with clients before commencing work.
- Maintain clear lines of communication throughout projects.
- Actively solicit client feedback through surveys, direct discussions, and performance reviews.
- Address client complaints and concerns promptly and effectively, taking corrective actions to prevent recurrence.

8. Policy Review

This Quality Policy will be reviewed at least annually, or as necessitated by changes in legislation, industry standards, client requirements, or significant internal changes, to ensure its continued suitability and effectiveness.

• Revision 1. Date 12/06/2025	• Advanced Projects & Cleaning Services. Copyright © 2025	
• Next Revision Date 12/06.2026	• Approved By:	• Document No. B2