

# Quality Matters



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Approved by Liam Wallis [Director]

December 2022

Review date

January 2024

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## VISION

At HIP V. HYPE we always seek to be better and do better, delivering work that balances value and quality. We aim to produce finished work that is evidence-based and challenges the status quo, while meeting our client's requirements. Only by delivering high quality work, focusing on genuine interactions will we achieve our aim to influence and build the safe, sustainable, inspiring future cities and regions we deserve.

## OUR COMMITMENT

HIP V. HYPE endeavours to produce work and offer services that we can be proud of, with a recognition that we can always improve. At HIP V. HYPE we are committed to ensuring if a quality issue arises that it is dealt with in a timely manner and to the satisfaction of our clients and stakeholders.

We are committed to continually improving our processes by:

- Striving for continual improvement of our services and processes including establishing measurable objectives and targets for client satisfaction and quality
- Developing long term relationships with clients, suppliers and authorities to ensure the best outcomes all stakeholders
- Ensuring that each project is delivered sustainably, profitably, efficiently and effectively
- Embedding quality in our all Policies: OHS Policy, Indigenous Recognition Matters, A Fair Workplace Matters, Sustainability and Environment Matters and Wellbeing Matters. These policies are reviewed annually to ensure that they remain relevant and to ensure that we stay true to our word
- Satisfying statutory requirements, codes, standards and guidelines as a minimum standard
- Using our unique Collective Studio structure to break down boundaries, foster learning and collaboration
- Seeking feedback from Our People on our processes during formal review processes and more informally during regular meetings
- Ensuring management are committed to the effective implementation of ISO 9001 Including allocation of adequate resources
- Reviewing and aligning our processes and the way we work to comply with ISO 9001 - Quality Management
- Ensuring this policy is available for all relevant interested parties

## OBJECTIVES

Our People take responsibility for the quality of their work. We provide training and have established systems and processes to assist Our People to achieve the standards required.

## OPERATIONS

- The Head of Operations is responsible for ensuring the objectives of this policy are met.
- This policy will be reviewed annually.