

## Quality Policy

Argot Consultants Pty Ltd provides Civil Engineering services including feasibility studies, design review, and detailed engineering design to clients in government and the private sector. In addition, Argot provides expert witnesses (road crashes & road safety), and Disability Discrimination Act (DDA) design and compliance services to the clients.

We comply with all relevant statutory and regulatory requirements as required by the State of Victoria and the Australian Federal Government.

Our primary commitment to our clients is to meet the objectives and requirements of the customer specifications as defined in the client contracts.

We are committed to the application and maintenance of the quality management system corresponding to the requirements of ISO 9001:2015 standard.

The Management of Argot Consultants is committed to continual improvement of the quality management system and any associated activities. Argot Consultants aims to improve the effectiveness of the quality management system by:

- Understanding customer's needs and expectations
- Compliance of contractual and statutory requirements
- Managing our suppliers while considering their needs and expectations to deliver the planned results
- Establishing the company's quality objectives consistent with the quality policy, measuring the objectives on an ongoing basis through regular staff meetings, and reviewing the achieved results in the management review meeting.
- Gathering information about the latest technologies and being innovative in providing our services
- Training of our personnel
- Acting in the interest of our community

This policy is communicated through our website to clients and through staff inductions.

This policy is reviewed on a periodical basis for continuing suitability and effectiveness.



**Theo Niakolas**  
**Director**