
POLICY: Quality

Supercivil will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We will actively pursue ever-improving quality through programs that enable each employee to do their job right the first time and every time.

Objectives

- To provide service advice and information that is relevant and cost effective to our clients
- To treat each client with professional ethics and "best practice management"
- To provide an excellent customer service with pride and dignity
- To understand and improve the business capacity of our clients
- To continue our own professional development to deliver contemporary services
- To provide products and services that are competitive
- To reach our goals in a timely manner
- To always be mindful of the health and wellbeing of our partners, clients and staff

Mission Statement

Our mission is to be synonymous with delivering the best customer service, in a professional manner, in the markets we serve, to do this Supercivil will endeavour to:

- Produce the highest quality products
- Supply "Best Practice" service and support
- Competitive pricing
- Accountability
- Deliver a flexible service that meets the client's needs
- Remain financial stable

Matt McDowell
Director
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