

VISION

- To deliver a high quality product with differentiated superb finishes to satisfy our clients
- Our motto: "Quality is not an act, it is a habit". Aristotle

MISSION STATEMENT

- Maintain a proven track record of service delivery, consistency and reliability
- Zero building defect ratio
- Implement Quality Assurance processes based on the ISO 9001:2008 quality management system principles, and continually improve its effectiveness
- Attain ISO 9001:2008 certification

QUALITY OBJECTIVES

1. Obtain ISO 9001:2008 Certification by November 2010
2. Improve Customer Satisfaction Questionnaire results for 2010 survey cycle
3. Implement processes to evaluate Subcontractor per project
4. Increase company turnover by 10%

QUALITY POLICY

The formal quality Policy statement of TYRIS Construction (Pty) Ltd is as follows:

The management of TYRIS Construction (Pty) Ltd is committed to continually improve the quality of our product/service to our customers. We will ensure that our products meet the necessary statutory and regulatory requirements.

Our quality focus for the 2010 – 2011 financial year is as follows:

1. Obtain ISO 9001:2008 Certification by November 2010
2. Improve Customer Satisfaction Questionnaire results for 2010 survey cycle
3. Implement processes to evaluate Subcontractor per project
4. Increase company turnover by 10%

Management is committed to the continual review of this Quality Policy and the review of the Quality Management System. We understand the importance of our staff and their understanding, and involvement, in reaching our objectives.

Authorised by:

Mr. C.J. ERASMUS
Mr. T.G. ADAMS

Signature:

