

ZITHOLELE INTEGRATED MANAGEMENT SYSTEM (ZIMS)

“QUALITY POLICY”

Procedure No.	ZIMS 031	QUALITY POLICY	
Revision No.	Rev 4		

Zitholele Consulting offers Specialist Consulting Services in the fields of Engineering, Environmental Management and Strategic Communication. Zitholele continually strives to enhance client satisfaction through the services that it offers, and has implemented the “Zitholele Integrated Management System” (ZIMS), so that quality, consistency and continual improvement permeate all levels of the organisation.

To best serve the needs of each individual client, Zitholele is strongly committed to seek optimum solutions through the development of innovative yet proven solutions and through utilizing appropriate technology, whilst maintaining sensitivity to project economics. To further serve the needs of our clients, our services are provided by:

- Undertaking projects under direct control of a Director, with access to appropriate professionally registered individuals.
- Ensuring that projects are completed on time, to the required standards, and within budget.
- Maintaining continuous communication with the client.
- Offering innovative, affordable and applicable solutions.
- Keeping abreast of latest technology.
- Maintaining professional integrity and impartiality.

Zitholele Consulting, through all its personnel, is committed to ensure a stringent quality management system and to continuously improve the effectiveness thereof so as to comply with ISO 9001:2008 requirements.

Through continuous communication, the policy of the quality management system is reinforced with all personnel to ensure their commitment to exceptional performance which will benefit our clients. This provides for a process of a focused quality management system, customised to the operations of this firm and which is continuously improved over time.

The basic philosophy governing the Quality Policy is “First Time Right” so that quality becomes a way of life and is engrained in all endeavours of Zitholele.

Zitholele’s Quality Objectives are reviewed and discussed at its annual Strategic Planning Session. The Quality Objectives are listed in the annual Balanced Scorecard.