

# QUALITY POLICY

32 Delhi Street, West Perth WA 6005  
PO Box 1800 West Perth WA 6872  
Telephone +618 **6311 4888**  
Facsimile +618 6311 4899  
Email [info@vickiphilippoff.com.au](mailto:info@vickiphilippoff.com.au)  
[www.vickiphilippoff.com.au](http://www.vickiphilippoff.com.au)



**Vicki Philipoff Settlements** is a settlement company that consistently delivers quality cost effective service to clients in Western Australia.

**Vicki Philipoff Settlements** ensures that the needs and expectations of the client are always met while complying with contractual, regulatory and legal requirements in the most cost-effective manner.

The Company establishes and reviews quality objectives and strives to meet predetermined targets to minimise the risks associated with company activities and to continually improve the management system performance.

To achieve these objectives the company has a Management System that complies with the requirements of AS/NZS ISO 9001:2016. This management system ensures that all company activities are carried out in a planned and systematic manner resulting in consistent and improving quality of service that provides satisfaction to clients.

Through quality management, it is the aim of the company to continually strive for quality improvement in all activities, in order to maintain a competitive advantage and to increase market share in the industry.

Management is committed to providing leadership and resources at all levels of the company to ensure the objectives are met.

It is the responsibility of all employees to become familiar and comply with the company management system manual and procedures.

Authorised By: **V. Philipoff**  
**Managing Director**

Date: 3/2/2021

Document Reference: P01  
Authorisation: Vicki Philipoff

Issue Date: 09/02/2018  
Last Review: February 2021