

CLIENT

COMMUNIQUÉ

AT EPM, we believe that a highly effective project management service critically depends on good quality systems and technologies, in addition to experienced staff. For this reason for many years we have made a significant investment in developing sophisticated and robust project management systems and technologies.

In April 2015 we achieved a major milestone - Global-Mark Pty Ltd, one of the leading conformity assessment bodies in Australia, certified that our Integrated Management System (IMS) meets three internationally recognised standards.



AS/NZS
ISO 9001-2008
- Quality



AS/NZS
4801-2001
- OHS



AS/NZS ISO
14001-2004 –
Environment

WHY INDEPENDENT CERTIFICATION?

For the most part clients will judge our effectiveness by the service they are accustomed to receiving from us. However, in increasingly competitive markets, business needs to demonstrate a depth to its service offerings. One way of demonstrating this is through systems that are independently certified to a recognised standard. This lets clients know they can count on a continuing standard of service.

HOW DOES CERTIFICATION IMPROVE OUR BUSINESS & SERVICE TO CLIENTS?

Certification improves our business and service to clients in three ways.

1 It acknowledges that EPM has robust systems in place that give clients assurance, not only about our consistent standard of service, but that we are in business for the long haul. We continue to work hard on the fundamentals of a good business so that clients know we will see their projects through. We couldn't do this without robust systems.

2 Clients can be certain that our staff will work consistently on their projects, no matter the nature of a project. They can do this because they are highly committed to our IMS. They contribute to and operate daily within our IMS. It is their framework for the delivery of a project, enabling consistent, successful outcomes for clients.

3 To maintain certification, EPM is subject to both internal and external audits of its IMS. This means that we check our own performance constantly and, in the process, not only maintain our standards of service, but also find ways to improve our service experience and outcomes for clients.

We wanted to share our excitement about reaching this significant milestone not only because it is important to EPM, but because we know it is important to our valued clients as well as the organisations who we work with in delivering successful projects now and well into the future.

Andrew Graham
Managing Director