

	Quality Policy 2018 / 2019	QP 01	Issue No.04
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O'Dwyer Real Estate Management's (ODREM) is committed to the principles and practice of excellence and has established a Quality Management System (QMS) in line with the requirements of the ISO 9001:2015 standard. Our QMS provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continuous improvement and ensures the fulfilment of our customers and statutory requirements.

Quality is inherently important to our business and our primary objective is to ensure customer satisfaction (internal & external) through our best in class practices, commitment to continuous improvement, employee development, recognition and social responsibility.

ODREM will, so far as is reasonably practicable, ensure that:

- Our SLA's and customer requirements are achieved and expectations are exceeded.
- Our statutory and regulatory requirements are met at all times.
- Our employees understand and implement the ethos of the ODREM quality policy and share in the vision and values of the company.
- We implement and maintain efficient work practices to ensure efficiency, reduce costs and increase profitability.
- Our employees are provided with the necessary training and skills to provide a best in class customer experience.
- Customer and interested party feedback is monitored and regularly reviewed to enhance our service levels and performance.
- Quality objectives & targets are set and monitored by the company on an annual basis to ensure continuous improvement.

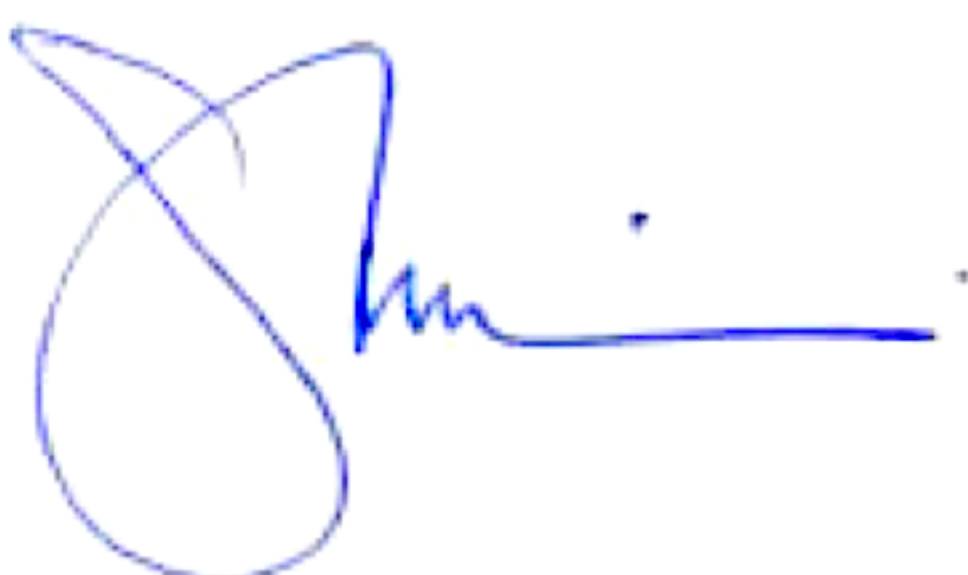
ODREM will do all that is reasonably practicable to keep abreast of and to comply with new legislation and standards, as they become statutory or become accepted as industry best practice.

ODREM's Quality Policy is reviewed annually and amended where necessary. The policy and any amendments will be communicated to all employees through People HR and our Sharepoint platform and to all other interested parties upon request.

The success of this policy will depend on the co-operation of all persons working for ODREM. It is therefore important that you read this document carefully, be aware of this policy and understand your role in delivering a quality service to our customers.

Signed

Date: 07/08/2018



Siobhan O'Dwyer MSCSI MRICS
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