



# Quality Policy of City Change Management

The City Change Management Quality Policy is defined and strongly driven by the following management principles and behaviors:

Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well

- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

City Change Management strive to be the best provider of project resources and project consultancy services in the industry. Through the use of these guiding principles, everyone in City Change Management is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

T Bretman, Company Director