

Statement of Policy on Quality Project Management

RMCG offers services to ensure a healthy future for the environment, industry and communities by helping clients to plan and implement change. It is imperative rural communities and businesses change in order to grow by understanding business performance, setting goals and development strategies for achieving them. Caring for the environment is more important than ever, as is caring for the people who hold the community together.

RMCG's core purpose is "to provide quality consulting services to people in agriculture, horticulture, natural resource management and rural communities" and project management is the primary process in achieving this.

The business therefore adopts the following project management objectives:

- Clients must gain value from our service.
- Our reputation is improved
- Strategically place ourselves in the market
- Projects must be on time and on budget within our control
- People find the experience enjoyable and rewarding
- Build our collective skills to improve effectiveness in future jobs

To achieve these objectives, the company has implemented the following elements into the project management process.

- The company and its employees are committed to providing *value* to their clients by:
 - a) Identifying the issues of relevance to their current needs;
 - b) Take into account the economic, social and environmental considerations;
 - c) Frame investigations that cost-effectively meet requirements; and
 - d) Solve problems in an efficient and timely manner.
- For each job, a managing partner and project manager (if not the managing partner) will be appointed.
- At the commencement of any project the project manager will consult with the client to confirm the project purpose.
- In carrying out the project the project manager will meet with the project team (employees and/or sub-consultants) to ensure that instructions are clear on project purpose, required tasks, outputs, budget and timetable. Note: for longer projects, the project manager will conduct a mid term review with the project team to revisit and confirm the project purpose.
- In meeting client's needs, the project manager will maintain regular contact with the client to ensure continued focus on the project purpose and to keep the client involved and informed.
- The project manager will be responsible for all records (only one file exists for each project) relating to the project including records of progress, reports and discussions.
- To ensure quality of our products, the managing partner will review the project to ensure the agreed purpose has been addressed prior to authorising its distribution.
- On completion of the project, the project manager, in conjunction with the project team, will conduct a review of the project.

By implementing this policy, RMCG is ensuring that it meets the general requirements of the quality policy for project management.