

Caring
Innovative
Focussed

Neil
LYNERS
and Associates (RF) (Pty) Ltd



Consulting Engineers & Project Managers

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INTEGRATED BUSINESS MANAGEMENT SYSTEM POLICY STATEMENT

Neil Lyners and Associates (RF) (Pty) Ltd (hereafter referred to as Lyners), Integrated Business Management System (IBMS) aims to direct the company and its employees in continuously improving our quality in Consulting Engineering and Project Management Services that meets industry standards and the needs and expectations of our clients. Leadership is committed to the requirements identified within ISO 9001, client, statutory and regulatory requirements.

The scope of the IBMS include the following: **“The provision of impartial, independent, technology-based civil, electrical and structural, consulting engineering services (as defined by the Engineering Council of South Africa in terms of the Engineering Profession Act) including project management in the built, human, and natural environment.”**

The business objectives are determined, monitored at defined intervals, and reviewed annually to continually align with the strategic direction of the organisation in terms of its targets and goals. New challenges are set in the quest to deliver service excellence, instil confidence in our offerings and to improve our integrated business management system. The objectives are communicated at all levels within the organisation.

The business policy is communicated to all staff through inductions and published on the Lyners website and made available to authorised interested parties on request only. The quality principles (in accordance with the requirements of ISO 9001) are included in the training and development programmes to ensure that this policy is understood, implemented, and maintained by all.

The leadership of Lyners is committed to instilling a culture of quality in our staff that will enable us to deliver a level of service that exceeds the expectations of our clients, their beneficiaries and users and thereby building sustainable relationships.

Employees, suppliers, sub-consultants, and subcontractors are made aware of the expected quality standards set by Lyners.

Neil Lyners Pr Eng FSAICE

10 July 2023

Date



Neil Lyners & Associates (RF) (Pty) Ltd (2015/438525/07)

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