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1. Overview & scope

LFORM BUILDING & MAINTENANCE & LFORM LANDSCAPING committed to conducting its business in a manner that delivers products & services using a quality framework.

Scope

LFORM Building & Maintenance & LFORM Landscaping delivers end-to-end construction, refurbishment, maintenance and comprehensive landscaping services including softscape design and installation, hardscape works, irrigation systems and ongoing grounds upkeep to residential, commercial and government clients. Our ISO 9001-certified Quality Management System governs all head-office and project-site activities across South Australia, ensuring full compliance with client mandates, legal and regulatory obligations, and driving quality, customer satisfaction and continuous improvement.

Aims & Objectives

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- Customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims. Reference to Quality Objectives.
- Management reviews of audit results, customer feedback and complaints
- To ensure full compliance with regulatory requirements with codes impacting our industry and maintaining the highest standards of quality, safety, and operational excellence.

2. Responsibilities

Our internal procedures are reviewed regularly and are held in a Quality Management System which is made available to all employees.

This policy is also available in our standards of business conduct framework which all employees and contractors review at induction and on a yearly basis with refresher training. This is also made available to our clients and customers and any external government regulator.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of our company.

3. Review

This Quality Policy shall be reviewed by LFORM Building & Maintenance at a minimum each year of issue date, (or on significant change that could affect quality of products & services.



Lucio Formichella
Managing Director
LFORM Building & Maintenance
1/12/2025