

QUALITY POLICY

Our Vision

We are renowned in the Development and Utility Industries for delivering design solutions on time, within budget and with exceptional customer service.

Our Purpose

To facilitate and minimise the cost of network construction.

Our Mission

To continue to:

- Attract, engage and retain creative, passionate people who foster teamwork, enrich our culture and expand our capabilities;
- Provide customised, innovative design solutions for our clients while maintaining consistently high standards of service and quality;
- Deliver the lowest cost construction of network to Developers in Queensland;
- Improve outcomes for our clients by clearly understanding their needs and objectives;
- Innovate and evolve to ensure our growth as a sustainable and environmentally proactive enterprise.

We believe that the key to success in this regard is our management system, which is based on the International quality standard ISO 9001. Our system ensures that effective controls are consistently applied to our work processes, and provides a record of our quality related activities.

Our Core Values

Though the culture of Lectel evolves, it remains based on our Core Values of Respect, Integrity, Pride and Balance.

Our Objectives

Management and staff are totally committed to achieving the following quality objectives:

- To meet or better 90% of our deadlines;
- To deliver high quality, accurate work within budget, with less than 5% of projects returned with quality issues from clients;
- To average 95% or more per annum in Energex compliance audits, thereby ensuring we maintain our A quality rating for Energex/Ergon;
- To design the best economic solution for our clients, so that construction of our designs is cheaper than the average in the industry;
- To continually improve our service and processes;
- To be leaders in innovation in the industry;
- To maintain ISO9001 accreditation;
- To monitor and measure our performance;
- To provide continual improvement.



Phil Perkins
Director

Date: 16th May, 2018