



## **QUALITY POLICY**

**IVORY PROPERTY MANAGEMENT SERVICES SDN. BHD.** is committed to provide a Quality Property Management and Maintenance Services and to ensure customer satisfaction, timely completion and efficacy of building management and maintenance project undertaken including maintaining its competitiveness in the property management industry in order to provide quality living/ working environment to all occupants through continuous improvement.

This objective shall be achieved by:-

- ❖ Operating within MS ISO 9001:2008 Quality Management System.
- ❖ Projects are undertaken with excellent quality services, fast response to the resident's/ client's complaint and on time completion of schedule maintenance works.
- ❖ Facilitating continuous improvement of methodological in building management and maintenance process to optimize its operation costs.
- ❖ Focus on clients needs by generating optimum solutions to property management challenges.

It is mandatory for all staff of Ivory Property Management Services Sdn. Bhd. to ensure that the Quality Management System is effectively implemented and maintained.