

Michael Gear Surveys

Licensed & Engineering Surveyors



Quality Policy

We are committed to continually improving the quality and cost effectiveness of services provided and to this end have developed a quality management system which complies with international standard ISO 9001:2015

Michael Gear Surveys is an innovative small to medium size survey company providing clients from both the public and private sectors with a wide range of professional surveying services. We provide a range of professional services in a competitive market and as such, are constantly looking for improved ways to provide quality services to meet and exceed clients' needs.

Our aim is to bring all that we do under the Quality Management System to constantly review, improve and innovate.

SURVEYING PROCESSES

- Land Division Applications and Survey
- Cadastral Surveys
- Property Boundary Surveys
- Topographic/Detail Surveys
- Engineering and Construction Surveys (including GNSS Survey)
- Lease Surveys
- 3D Laser Scanning
- Underground Service Locating
- Data Management

ADMINISTRATIVE PROCESSES

- Office procedures
- Financial procedures (including Invoicing)
- Accounts
- Training
- Project Management / Monitoring



MANAGEMENT PROCESSES

- SWOT analysis
- Marketing
- Training Requirements
- Strategic Planning
- Human Resources
- Client Management
- Financial Integrity
- Internal and External issues
- Risk and Opportunities
- Context of the Organisation

The Quality Management System has been designed to ensure that agreed client requirements are consistently satisfied through effective planning, uniformity of approach to critical work processes, and to the verification of those processes prior to release.

The Leadership (incl Directors) of Michael Grear Surveys are the driving force behind the development and maintenance of this system to all levels of the business. All staff have been involved in the development and improvement of the system and are committed to the provision of services which meet and exceed client needs.

We encourage our clients to provide us with feedback on the quality of service we provide. This not only allows us to identify and address any weaknesses in our management system, but also highlights opportunities for us in our quest for continuous improvement.

Risk Appetite Statement

Michael Grear Surveys has a low appetite for risk as set by Directors across the business and including in its daily operational processes. We have significant checking processes in both field and office procedures to minimize risk of errors in data acquired and output. This includes check and maintenance of equipment, software, training and accountability of the team.

Michael Grear Surveys appreciates that with innovation there needs to be a level of risk that is not desirable to eliminate. We encourage a broad range of ideas when investigating new technologies, processes and software. As part of our Quality Statement we continually look for ways to provide a better service to our clients.



Michael Grear Surveys

Servicing SA in Land Development

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