


| | | | | |
|--|---|--|---|---|
| Audit Services International  FY 2012 / 2013 | Purpose To provide an integrated consulting service to clients to assist them to achieve their triple bottom line, with a high level of focus on employee safety. | Vision To be the first choice HSEC consulting / auditing / training organisation in the mining and heavy industry sector in Australia. | Values Work ethic / Reliability Commitment to detail / Accuracy Client focused / Timeliness Teamwork Fact based decision making | Team Sharon Carvolth, Vicki Mann, Julie McMurdo |
|--|---|--|---|---|

Our critical goals, targets and measures are:

| PEOPLE | CUSTOMERS | OPERATIONS | COMMUNITY | FINANCE |
|--|--|---|--|--|
| People Development To be completed through Conferences and Seminars Tm as req' Job feedback to be provided (social / political / technical) SC each job | Business Planning Conduct business planning days every 12 months Tm as sch Educating Clients Have buyers participate in auditor courses SC as req' Flexibility in manning Provision of "at home" weeks as on-call VM as req' Development of Other Products / Customers Off the shelf / Coal Gas Exp / Universities / Other Products ie Tm cont' Maintain the WOW Develop a WOW for each client on a year by year basis SC cont' | Improve Scheduling Allow more lead time between Planning and Preparation and interviews. SC each job Prepare client job sheets JM each job Client Planning Days Schedule prior to commencement of major jobs SC as req Summary reports Every formal audit is to be reported on in the same manner, but a strategic report to be provided at a higher level. Template to be prepared. L/Aud /job Business planning Prepare grouped feedback analysis JM as req' | Branding Maintain the web page JM on going Update all training materials SC, VM, JM | Payment terms Insist on PO's prior to the commencement of work JM each job Establish preferred supplier arrangements with clients JM each job Add cancellation clauses to all contracts and agreements JM each job |