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# BEST - PRACTICE

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**B u i l d i n g   E x c e p t i o n a l   S e r v i c e   T o g e t h e r**

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**Fulton Trotter Architects Pty Ltd**

trading as

**Fulton Trotter Architects**

Fulton Trotter Architects strives to satisfy a large clientele through our commitment to service, with particular emphasis on time, cost and quality.

Our quest has always been to provide the highest standard of design and architectural service resulting from sound organisational and resource capacity, creativity and collaboration while ensuring the process is enjoyable and rewarding for all parties involved.

As Directors of Fulton Trotter Architects, we confirm our commitment to lead and communicate our organisation's quest by developing a program to build exceptional service together.

To achieve this, we will carefully consider and apply the requirements of ISO 9001:2015 and:

**Consider the context of our organisation and relevant interested parties**

**Articulate and communicate our objectives to our clients and staff**

**Review the effectiveness of our program and make improvements when necessary**

**Encourage professional development and specialised skills**