


Audit Services International  FY 2006 / 2007	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, Les Croft, Kim Lamb, Vicki Mann, Tina Wallace
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Our critical goals, targets and measures are:

PEOPLE	CUSTOMERS	OPERATIONS	COMMUNITY	FINANCE
People Development Schedule Development Days 4 per year KL 2007 Cal Job feedback to be provided (social / political / technical) SC each job Increase Microsoft package skills Tm cont' Knowledge of role of team Identify and prepare role descriptors (include conflict of interest statement) SC 30.03.07 Growth Contract Enviro SC 31.12.07 RABQSA Letter / follow up to RABQSA on issues associated with accreditation. Competency of RABQSA processes SC 30.03.07	Business Planning Conduct business planning days every 6 months KL 22.01.07 Customer Analysis Complete a customer analysis and respond using: * Define competition / pricing SC 30.04.07 * Marketing plan / analysis SC 03.03.07 * Attend conferences Tm as req' * Newsletters KL 6 mthly Educating Clients Have buyers participate in auditor courses SC as req' Flexibility in manning Provision of "at home" weeks as on-call TW and VM Development of Other Products / Customers Off the shelf / Rural industry / Universities / Other Products ie legal register Tm cont' Maintain the WOW Develop a WOW for each client on a year by year basis SC cont'	Data Management Prepare data management protocol to address all jobs / processes VM 31.12.06 Develop Normal for Microsoft products KL 30.10.06 Improve Scheduling Allow more lead time between Planning and Preparation and interviews. SC each job Client Planning Days Schedule prior to commencement of major jobs SC as req'	Branding Maintain the web page Link to webpage for Newsletter Links for legal registers Set up PAYPAL KL 31.12.07 Update all training materials SC, VM, KL Provide logo'd uniforms for all team members SC 28.02.07	Payment terms Insist on PO's prior to the commencement of work KL each job Establish preferred supplier arrangements with clients KL each job Add cancellation clauses to all contracts and agreements KL each job Peaks and Troughs Even work out through the year (where possible) SC as req' Personal Services Income Modify current contract to reflect: * name of entity * communication requirements * representation requirements * validation of insurances KL on going Budget Prepare one SC / CY 28.08.07