

### MCS Quality Policy

McRobert Contracting Services (MCS) is committed to achieving and maintaining high quality standards for all products and workmanship, and are committed to delivering a high standard of service to all customers.

Top management recognises their responsibilities for managing quality within all products and services provided by MCS, and have established this policy to ensure compliance with ISO 9001: 2015. MCS has ensured that this policy is appropriate for our company, and provides a framework for the objectives and targets we aim to achieve.

It is company policy to ensure that all personnel are aware of their responsibilities within the MCS Integrated Business Management System (IBMS), and are appropriately trained to contribute to its effectiveness.

MCS actively encourages best practice and is committed to ensuring the continual improvement of the IBMS.

#### OBJECTIVES

Top management has established quality objectives at all relevant functions and levels within the company. This policy and objectives are available and maintained as documented information, and are reviewed at least annually by management.

Quality is the responsibility of all personnel. It is the responsibility of top management to ensure that this policy and objectives are clearly communicated and understood by all personnel. It will be made available to any interested parties as required.

#### CORE PRINCIPLES

- Leadership:** Provide strong leadership by leading by example and ensuring all personnel understand and take ownership for quality and service standards.
- Customer Focus:** Provide high standards of service to all customers, and monitor and measure customer satisfaction levels to ensure expectations are met.
- Engagement:** Ensure all personnel are contributing to the success of the IBMS.
- Process Approach:** Understand and manage processes (using PDCA) to ensure the effectiveness of the IBMS.
- Resources:** Ensure that sufficient resources are available to achieve the IBMS.
- Conformance:** Ensuring conformance to customer requirements, business objectives and industry regulations and legislation.
- Innovation:** Investing in plant and technology for the future growth of the company.



Craig McRobert  
Director

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