

	QUALITY POLICY	REVISION DATE: 19 August 2026
		REVISED BY: Lisa Davison
		VERSION: Twelve (12)
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MCS Quality Policy

McRobert Contracting Services (MCS) is dedicated to achieving and upholding high-quality standards for all products and workmanship, while also ensuring a superior level of service for all customers.

Top management acknowledges their responsibilities in managing quality across all products and services offered by MCS and has implemented this policy to support conformity with ISO 9001: 2015. MCS has confirmed that this policy is suitable for our organization and establishes a framework for the objectives and targets we strive to meet.

It is the policy of the company to guarantee that all personnel understand their responsibilities within the MCS Integrated Business Management System (IBMS) and are adequately trained to enhance its effectiveness.

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

OBJECTIVES

The top management has set quality objectives across all pertinent functions and levels within the organization. This policy and its objectives are documented, accessible, and reviewed by management at least once a year.

Quality is a collective responsibility of all staff members. It is the duty of top management to guarantee that this policy and its objectives are effectively communicated and comprehended by all employees. Furthermore, it will be provided to any interested parties as necessary.

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, feedback and complaints 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, contractual and other compliance obligations including industry regulations and legislation.
Innovation:	Investing in plant and technology for the future growth of the company.
Risk Opportunity:	Identify and manage risks and opportunities that may affect the quality of products, services and business processes.

Craig McRobert
Director

Date: 19th August 2026