

Organisational Excellence Policy

We achieve organisational excellence by:

- Taking responsibility and accountability for the quality, timeliness and cost effectiveness of our work.
- Adhering to company processes in support of our business objectives.
- Continual learning from our activities.
- Resolving issues promptly and in a manner that will prevent reoccurrence.
- Maintaining a Management System (MS) that integrates all our business processes and compliance requirements under one, auditable framework.
- Retaining certification to ISO9001 Quality Management System.

We will:

- Continue our risk based and customer focused approach to our activities.
- Proactively close out of non-conformances and areas of concern.
- Invite and evaluate feedback from our clients and employees, and use the feedback to improve the effectiveness of our MS and its performance.
- Increase quality awareness through training and education to familiarise ourselves with MS requirements.
- Communicate any MS changes to our employees in a timely manner.
- Drive continual improvement and strive to get it right the first time, while seeking opportunities to be even better.

This policy is endorsed by the Board and Management Team.



Harry Xydas
Chairman

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