

# QUALITY POLICY

Melchor is a specialist provider of the management of civil infrastructure projects associated with reinforced concrete work, civil earthworks, marine and port projects, utilities, roadworks and bridges and water infrastructure. The Management and Staff at Melchor are committed to quality products and service provision, which meets and exceeds customer expectations and requirements.

The Management and Staff at Melchor are committed and will strive to:

- Maintain quality principles and build stronger customer focus, through a fully implemented Quality Management System
- Train, educate and communicate with employee’s, contractors, customers, visitors and other relevant interested parties in regards to this policy where necessary
- Train, educate and communicate with employees, contractors and other relevant interested parties in the expectations towards quality product and service provision
- Provide a high level of quality product and service that meets and exceeds our customer’s expectations
- Define and meet objectives, by documenting and monitoring quality targets
- Continually Improve our Quality Management System
- Compliance to statutory, regulatory and other requirements
- Apply a Plan, Do Check, Act methodology to our quality management system
- Apply Risk Based Thinking within our systems, operations and processes
- Follow up on service and product provision to ascertain that our goals and objectives are being achieved
- Ensure our quality management system is conformant to ISO 9001 2015
- Conduct audits of key processes within the business as part of our continual improvement process



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**MANAGING DIRECTOR**

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