

# QUALITY POLICY

## Policy Statement

Melchor is a specialist provider of multi-discipline construction services associated with Commercial, Industrial, Mining and Oil and Gas projects encompassing Civil, HVAC, Electrical, Hydraulic, Fire services and Access systems. The Management and Staff at Melchor are committed to continual improvement of our quality management system, and quality products and service provision, which meet and exceed customer expectations and requirements.

## Quality Objectives

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

- Provide high quality products and services in a cost-efficient manner
- Remain competitive in the marketplace and expand our clientele
- Follow up on service and product provision to ascertain that our goals and objectives are being achieved

To achieve our objectives, we will:

- Continually improve our quality management system
- Define and meet objectives by documenting and monitoring measurable quality targets
- Conduct regular management review meetings to ensure our quality management system is reviewed and controlled appropriately
- Remain compliant to statutory, regulatory and other requirements
- Apply Risk Based Thinking within our systems, operations and processes
- Ensure our quality management system is conformant and certified 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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