

Policy Statement

Quality

Mick George Ltd is committed to the pursuit of product and service excellence to support its aspirations for continued growth.

We will operate under the control and principles of **ISO 9001:2015** Quality Management System and all other statutory and regulatory requirements.

In addition, we will maintain membership of industry certification schemes and professional bodies relevant to the areas that we operate in.

We are committed to meeting customer requirements and striving to exceed customer expectations through innovative solutions, efficient use of resource and development of its staff. Through appropriate training and support we will develop leaders at all levels to establish unity of purpose and direction and create conditions in which people recognise the importance of their individual contribution and are engaged in achieving our quality objectives.

We will manage our relationships with relevant interested parties to optimise their impact on our performance and establish relationships that balance short term gains with long term considerations to promote sustained success. We will establish collaborative development and improvement activities with our providers, partners and other interested parties and recognise their achievements.

We will ensure consistent and predictable results by managing our activities as interrelated processes that function as a coherent integrated management system. We will ensure that the necessary information is available to operate and improve our processes and monitor, analyse and evaluate the performance of our overall system and integrate improvement consideration into the development of new or modified products, services and processes.

We will determine, monitor and measure key indicators to demonstrate our performance and make decisions based on evidence, balanced with experience and intuition.

This policy will be made available to our employees, those working for or on behalf of MGL and provided on request to any other interested parties. The policy will be reviewed annually, subject to changes in company procedure or legislation.

Signed:



Managing Director

Date: 03/01/2020