

## QUALITY POLICY

### Policy Statement

MEP Service Group Pty Ltd is a specialist provider of electrical services, installations and products. Our top management and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

### Quality Objectives

The management and staff at MEP Service Group are committed and will strive to:

- Manage our processes to maximise efficiency and productivity, and
- Follow up on services and products provided, to ensure customer satisfaction is maintained at a high level.

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary;
- Ensure that this policy is retained as documented information, and available to interested parties;
- Define and meet objectives, by documenting and monitoring measurable quality targets;
- Comply to statutory, regulatory and other requirements;
- Apply a plan, do, check, act methodology to our quality management system;
- Continually monitor and improve our quality performance and the effectiveness of our quality management system;
- Apply risk based thinking within our systems, operations and processes;
- Conduct audits to verify core processes are effectively managed within the organisation as part of our continual improvement process;
- Ensure our quality management system is conformant and certified to ISO 9001:2015, and
- Review this policy annually.



**Shane Jones**  
Managing Director  
11<sup>th</sup> April 2024