

# Quality Policy

## Purpose

At MSS our vision is: *“To make sustainable development possible by delivering innovative environmentally focussed solutions”.*

To achieve our vision, we must provide our clients with a consistently high standard of quality and service.

## Scope

This Policy applies to all MSS Team Members and Sub-Contractors.

## Policy

It is the policy of MSS to provide our clients with goods and services to the agreed standard in accordance with the agreed specifications and price.

The Directors, Management and Staff are responsible for quality control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to cooperate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

To achieve our objective, it is essential that all persons entering our workplace understand our Quality Policy and abide by our Quality Management System, policies and procedures.

## Responsibility

To achieve this objective, our Management Team will:

- Establish and maintain a Quality Management System in accordance with ISO 9001:2015;
- Comply with all relevant legislation, standards, codes of practice, contract and client specifications;
- Regularly review our business operations to identify and implement opportunities for improvement;
- Educate our employees on quality issues, processes and controls;
- Preferentially work with suppliers and contractors who promote sound quality processes and products.

Our Workers will:

- Work in accordance with all work instructions, standards, plans, designs or other quality specifications;
- Report any nonconformances;
- Participate in quality training and development;
- Be quality focussed and do all things possible to deliver to the agreed price and standards.

## Authorisation



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Managing Director

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