

## Introduction

M5tec is a privately owned limited company that provide Engineering Technical Services to high assurance industries worldwide such as, Marine Mining, Subsea & Offshore, Nuclear and Oil & Gas as well as General Engineering. Our team consists of experienced, multi-disciplined and enthusiastic engineers who are committed to successfully delivering engineering excellence on every project.

We have an enviable reputation for delivering what we promise and have a diverse portfolio of clients; please consult our website for more details about us and our range of clients.

## Our Quality Commitments

We will demonstrate our commitment to quality through:

- Providing a focus on customer requirements.
- Compliance with legal and other relevant requirements.
- The continual improvement of our performance throughout our operations and activities.

## Our Quality Objectives

- Monitoring and improving the satisfaction of our customers.
- The identification and management of critical and business activities.
- Promotion of improved performance by our team.
- Maintenance of a quality management system conforming to ISO 9001:2015.

## Quality Performance

Our programme of internal audit and review is designed to secure annual renewal of our ISO certification.

Additionally, within three months after fulfilment of a contract we review customer satisfaction as well as our performance relevant to that contract. Feedback is captured during project close out meetings and recorded using our KPI dashboard which allows us to plot performance trends.

Opportunities for improvement which become apparent are logged and carried forward to the next internal audit.

## Who is the policy statement for?

Copies of this quality policy statement will be made freely available to all those with an interest. This statement will be promoted to employees, customers and representatives of the local communities in which we operate.

For and on Behalf of M5tec Limited

**Mr Carl Jones**

(Operations Director)



Document No:	Quality Policy	<b>M5TEC LIMITED</b> , Unit 7, Hurworth Road, Aycliffe Business Park Newton Aycliffe, County Durham, DL5 6UD Tell: +44 (0)1325 711 309   Email: enquiries@m5tec.com   Visit: www.m5tec.com Registered in England No: 09005477   Vat No: 214 2932 33
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