

## Introduction

M5tec is an Engineered Solutions Provider, delivering Engineering Design Services, Consultancy, Embedded Engineering Resource, and turnkey support where needed, from feasibility and concept design through to detailed design, procurement, build and testing. We work in High Assurance Industries including Nuclear, Fusion Energy, Defence, and Subsea, either delivering defined packages of work or embedding our engineers within client teams to increase capability and capacity. 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.

## Our Quality Commitments

We will demonstrate our commitment to quality through:

- Meeting customer and regulatory requirements
- Deliver high-quality engineered solutions
- Maintain safety and compliance
- Achieve reliable programme and cost performance
- The continual improvement of our performance throughout our operations and activities.

## Our Quality Objectives

To underpin these commitments, we have adopted the following objectives:

- Achieve at least 80% annual staff retention
- Maintain zero customer complaints
- Keep hardware and software current and fit for purpose
- Ensure at least 80% of staff complete a personnel development review each year
- Maintain a quality management system that conforms to ISO 9001:2015

## Quality Management System and Delivery Framework

M5tec operates a Quality Management System (QMS) that is aligned with ISO 9001:2015 and is integrated into all aspects of our business operations. Our QMS defines how we plan, execute, review, and improve our work, ensuring that quality is embedded throughout the lifecycle of every project.

Our delivery approach follows a structured, stage-gated process from requirements capture through to final delivery, incorporating design reviews, verification and validation activities, and robust change control. Roles and responsibilities are clearly defined at project initiation, with accountability held by the Project Responsible Person (PRP) to ensure that deliverables meet agreed requirements.

We actively monitor performance through regular project reviews, using metrics such as programme adherence, cost performance, and client feedback. Risks and opportunities are identified at the earliest stages of a project and managed throughout delivery to ensure outcomes remain aligned with client expectations.

## People, Capability and Culture

Our people are central to maintaining and improving quality. We are committed to ensuring that our personnel are competent, suitably qualified, and supported in their professional development.

We foster a culture of accountability, collaboration, and continuous improvement, where individuals are encouraged to identify opportunities to enhance processes, reduce risk, and improve delivery. Regular personnel development reviews are undertaken to align individual growth with business needs and to maintain high standards of technical capability.

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### Communication and Awareness

This Quality Policy is communicated to all employees and is made available to relevant interested parties, including clients and external stakeholders, where appropriate. We ensure that all personnel understand their role in delivering quality outcomes and how their work contributes to the overall success of the organisation.


### Review and Continual Improvement

This policy is reviewed periodically by senior management to ensure it remains relevant to the strategic direction, context, and objectives of the business. The effectiveness of the Quality Management System is continually assessed through internal audits, management reviews, and performance monitoring.

Findings from these activities are used to drive continual improvement, ensuring that M5tec maintains high standards of performance and continues to meet the evolving needs of our clients and industry.

### Approval

This Quality Policy is approved by senior management and is implemented across all M5tec operations.

Approver Name	Approver Role	Approver Signature
Craig Chalder	Managing Director	
Carl Jones	Operations Director	