

Quality Policy

Mobcrete is a specialist provider of the provision of Civil and Construction works including, formwork, concrete pumping, steel reinforcing, concrete repairs and replacement, slumps, footings, slabs, footpaths, culvert fabrication and installation. Our management and staff are committed to providing high quality products and services that meet and exceed our customers' expectations.

Quality Objectives

The Management and Staff at Mobcrete are committed and will strive to:

- Provide an exceptionally high-quality level of products and services to our customers
- To provide excellent value for money, and retain all key clients
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employee's, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is 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 of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by:	Title
Richard Snell	Director
Signature	Date
	24/06/2024