

	<h2 style="margin: 0;">QUALITY POLICY</h2> <h3 style="margin: 0;">ISO 9001:2015</h3>	Document Number: MSP002
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As a civil construction company MS Civil considers the quality of its products and services to be our most important asset. MS Civil is committed to providing consistently high-quality products and services which meet or exceed the needs and expectations of our clients and the community in which they are used. To achieve this, we shall:

- Provide quality workmanship by trained and capable personnel.
- Maintain quality system awareness at all levels of the organisation and promote quality as a key responsibility of every employee and contractor.
- Ensure effective client communication throughout the entire process to ensure requirements are always understood and feedback is realized.
- Understand and comply with all applicable legal and statutory requirements.
- Respond to complaints and non-conformances in a timely manner and always act decisively with corrective action.
- To support and maintain a culture that sets, understands and supports our quality objectives.
- Achieve and maintain a certified Quality Management System in accordance with the requirements of ISO 9001:2015.
- Continually monitor, evaluate and improve our quality performance and the effectiveness of our quality system.

MS Civil Management is responsible to establish, implement, maintain and communicate this policy.

This Quality Policy will be reviewed annually, or as dictated by changes to legal or other business requirements.

This Policy applies to all MS Civil employees and workplaces.



Jared Sheppard
General Manager