

Statement

MiTek is committed to providing an outstanding level of service and a reliable quality product that exceeds the customers' expectations. We are committed to improving the Quality Management System (QMS) that underpins our objectives, which is fully certificated to ISO 9001 and will support our management team in continually improving our Quality offering.

A framework for monitoring, measuring, and analysing the QMS is established and in practice. Our management will communicate the outcomes from its Annual Management Review where policy and objectives are reviewed and aligned to the business need.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and programme and to be leaner, quicker, better
- Enhance planning and use of better preventive practices at all levels through reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer and stakeholder engagement
- Develop staff competencies, creativity, empowerment, and accountability through appropriate development programs and show strong management involvement and commitment

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Regional Leadership Team on the system's implementation, status, and effectiveness.

The objectives of this company are set out in the Business Plan. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.



M Loveday
Managing Director, Mezzanine Systems

For and on behalf of MiTek

Date: June 2022