

MTF

MTF MINE MAINTENANCE



ABN: 13 105 026 837

QUALITY POLICY

POLICY STATEMENT

It is the policy of MTF Mine Maintenance to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs and expectations of our customers
- ensure that these changes are accommodated
- achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- provide quality products and services on time, and at the agreed cost, and
- provide an employment environment where continuous improvement is encouraged.

RESPONSIBILITIES

We as a company will:

- encourage all employees to identify areas where improvement can be achieved
- remove wasted and non-value added steps
- strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- support the adoption of appropriate quality management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- assist and cooperate in ensuring that the objectives of this policy is followed, and
- actively participate in identifying areas of improvement.