



MAKHELENI
CONSTRUCTION

QUALITY POLICY STATEMENT

I, the Director of MAKHELENI CONSTRUCTION, my management team and staff recognize that the responsibility of every employee is to ensure that we continue to perform our function as contractors in the built environment in an ethical and safe manner.

To this end, we commit ourselves to:-

- TAKING FULL RESPONSIBILITY FOR THE QUALITY OF OUR CONSTRUCTION THROUGHOUT THE INTERNAL ACTIVITIES AND EXTERNAL PROCESSES WITHIN THE SCOPE OF OUR CONTRACTS THEREBY PROVIDING AFFORDABLE, SUSTAINABLE AND ENVIRONMENTALLY FRIENDLY STRUCTURES*
- ENSURING THAT WE SUPPLY OUR CUSTOMERS WITH THE BEST POSSIBLE ADVICE, TECHNICAL SUPPORT AND AFTER- SALES SERVICE*
- ENSURING THAT WE MANAGE THE ORGANIZATION IN SUCH A MANNER AS TO ENABLE US TO ACHIEVE OUR QUALITY OBJECTIVES, CONTROL OVER OUTSOURCED BUT CRITICAL PROCESSES AND TARGETS THEREBY SATISFYING ALL STAKEHOLDERS*
- CONTINUALLY IMPROVE OUR EFFECTIVENESS AND EFFICIENCY THROUGH MEASUREMENT, EVALUATION AND CUSTOMER FEEDBACK*
- COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS AND EMPLOYEES AT ALL TIMES*

We further commit ourselves to the implementation and maintenance of a Quality Management System complying to ISO 9001:2015 QMS, as well as to the continual improvement of our business processes. This must be achieved by the regular review of our Quality Management System and keeping abreast with the latest technology in our field.

01 /02/2021

Date

Director