

JMD Engineering is a specialist provider of multi-discipline design and development activities and project support services for the mining and minerals processing industry.

Our top management and staff are committed to providing high quality products and services that meet and exceed our client's expectations.

## Quality objectives

The top management and staff at JMD Engineering are committed and will strive to:

- Provide an exceptionally high-quality level of services to our clients, and
- Follow up on services provided, to ensure client satisfaction is maintained at a high level

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors, and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply with 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 to verify core processes are effectively managed within the organisation 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 Cameron Jacotine



Managing Director

16<sup>th</sup> May 2024