



QUALITY POLICY

Leaders in Mechanical, Electrical, & Control Systems for Large Infrastructure Projects

Commitment to Quality

At M&E Solutions, our commitment to quality is unwavering. As leaders in delivering mechanical, electrical, and control systems for large infrastructure projects, we are dedicated to achieving excellence in every aspect of our operations. This commitment is the cornerstone of our efforts to meet and exceed the needs and expectations of our clients and stakeholders.

Quality Objectives

- **Customer Satisfaction:** Consistently meet or exceed customer expectations for quality, performance, and value.
- **Continual Improvement:** Continuously improve our quality management system, processes, and services through innovation, training, and effective use of resources.
- **Compliance:** Ensure strict compliance with all relevant statutory, regulatory, and industry-specific requirements.
- **Risk Management:** Proactively identify, assess, and mitigate risks associated with our services and operations.
- **Employee Engagement:** Foster a culture of quality awareness and personal responsibility among all employees through training and effective communication.
- **Performance Monitoring:** Regularly review and analyse the performance of our quality management system using key performance indicators to guide improvements.

Responsibility and Leadership

Leadership at all levels of M&E Solutions is responsible for upholding this policy, ensuring its implementation, and making quality a core value within the organisation. We are committed to providing the necessary resources, training, and support to achieve our quality objectives.

Customer Focus

Our focus on understanding and fulfilling our customer's needs is paramount. We engage in active communication with our clients to ensure that their requirements are clearly understood and met with the highest service and technical excellence standards.

Partnerships and Suppliers

We maintain strong partnerships with suppliers and subconsultants, ensuring they align with our quality standards and contribute positively to our value chain.


Responsibility


Every member of the M&E Solutions team is:

- responsible for the communication, enthusiastic promotion and implementation of this policy and
- accountable for the achievement of quality outcomes per this policy.

Communication

This policy is communicated to employees through awareness training and is available for the information of interested parties upon request (including clients and members of the public).


Peter Valeontis - Director


Paul Grabham - Director