

# Quality Policy

## Objective Statement

Mintrex is an engineering consulting, project management and asset management organisation providing cost effective solutions to the international mineral extraction industries.

Mintrex recognises the importance of obtaining a clear understanding of our customers' requirements to ensure quality expectations for goods and services provided are achieved.

The management of Mintrex are committed to providing solutions for our customers' needs which when correctly delivered are technically appropriate, compliant with legislation and socially responsible.

At the core of Mintrex's commitment to quality is our management system which complies with the requirements of ISO 9001 and which pursues the organisation's goals of continual improvement. Quality objectives are established by senior management to monitor and measure performance. These objectives are reviewed in line with this policy.

We are committed to a systematic management of quality by each individual member across the full range of our activities. A procedural system of itself will not deliver to our customers our stated management aims; only people can do this.

The management of Mintrex are confident that the knowledge, work skills, continuing education and dedication of our staff will contribute to the assurance of quality in the goods and services provided.

## To achieve this:

This quality policy is being implemented through the following key strategies:

- A continuing recruitment program to satisfy the need for highly motivated people with appropriate qualifications, experience and work skills.
- A program of induction, training and jobs skills which has been funded and established.
- Provision of appropriate systems and instructions for our customers' and statutory requirements to be delivered.
- Adoption of an organisational structure which establishes primary responsibility and accountability for each position and work activity and customer job with an identifiable person.
- Provision of sufficient resources for the effective operation of the management system.



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