



## QUALITY POLICY STATEMENT

Element Consulting Engineers (Pty) Ltd (ECE) is a multi-disciplinary consulting engineering company with thirty-one years of professional services experience in Project Design, Project, and Contract Management.

ECE specialises in the fields of *Infrastructure, Energy and Transport* and have widespread experience in:

Civil, Mechanical, Structural, Water & Sanitation and Renewable Energy services including Roads & Transport and Asset Survey & Management.

ECE aims to achieve and maintain a high standard of quality by striving to satisfy the needs of its clients. Management skills and resources are applied efficiently and cost-effectively to produce full circle projects as required by ISO 9001:2015 (5.2).

The following systems and procedures are in place to support ECE's aim of total customer satisfaction and continuous improvement throughout the business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for employees
- Regular audit of internal processes
- Measurable quality objectives which reflect business aims
- Management reviews of audit results, customer feedback and complaints

### Quality Objectives:

- ❖ Implementing a stringent follow up procedure to reduce debtor days to 55 days.
- ❖ Ensuring that quality is upheld, continually improved, and supported by management at all levels by conducting internal audits twice a year and conducting QMS Management Review on a quarterly basis.
- ❖ Identifying and partnering with prospective companies with the view of sharing knowledge, experience and improving company income.
- ❖ Introducing an effective online customer satisfaction survey to be monitored monthly to provide trends.
- ❖ Reducing outstanding creditor payments and aligning it with outstanding debtor payments received.

Internal procedures are reviewed regularly as per the ECE Quality Management Procedures available to all employees.

The Quality Policy Statement is displayed in all offices, is available on Sharepoint and the ECE website.

ECE's top management is committed towards Quality management implementation and empowers employees to achieve quality implementation within their own areas of work to ensure that Quality is embedded within the whole of the company.

Francois Ryke



Chief Executive Officer:

1 May 2021