

## QUALITY POLICY STATEMENT

Element Consulting Engineers (Pty) Ltd (ECE) is a multi-disciplinary consulting company focusing on Project Design, Project and Contract Management.

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

We have the following systems and procedures in place to support us in achieving customer satisfaction:

- ❖ Customer feedback
- ❖ Customer Complaints Procedure
- ❖ Monitoring of suppliers
- ❖ Conducting Management Reviews
- ❖ Regular auditing of our internal processes
- ❖ Quality objectives

Our Strategic quality objectives:

- That quality is upheld, continually improved and supported by management at all levels by conducting internal audits at least twice a year;
- Ensure that staff are competent by encouraging the attendance of courses, workshops and seminars at least once a year in order to update skills and obtain the necessary skillset required;
- Introduce a “lessons learnt” programme via informative sessions with departmental managers and personnel which will be conducted quarterly;
- Ensure that any changes to the Quality Management System is communicated, understood and applied by the organisation quarterly (with effect from January 2021).
- Ensure that ECE’s output (all communication and project related documentation) meet all statutory and legal requirements.

Francois Ryke



Chief Executive Officer: 22 October 2020