



***"Hard work beats talent, when talent doesn't work hard"***

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## **QUALITY POLICY | INTRODUCTION**

RCM Starlite Solutions (PTY) LTD is a Durban based company that specializes in Engineering & Construction (Mechanical/Civil), Procurement, Training Services, as well as specialized Non-Destructive Examination Services & Full Turnkey Projects. The RCM Starlite Solutions (PTY) LTD Quality Policy applies to all operations both at the regional office and on transient work sites.

At RCM Starlite Solutions (PTY) LTD we recognize the economic & business importance of delivering high quality services & products and is committed to leading by example in promoting improvement & quality in all its operations. Quality should never be compromised for any other objective.

## **COMMUNICATION**

This Quality Policy is communicated to all employees, contractors and visitors. A copy is displayed on employee notice boards at the Head Office, held in the site offices on transient work sites and communicated on the internal company networks. All employees are encouraged to read it and communicate any queries to the General Manager. Copies are made available to interested/affected parties on request and a copy is published on the company website.

## **QUALITY OBJECTIVES AND PRINCIPLES**

The objectives and principles of the Quality Policy are:

- To establish and maintain an Quality Management System which satisfies the requirements of ISO 9001:2015 & all applicable statutory and regulatory requirements, industry best practice and any other client specific requirements.
- To maintain workplaces & the environment with adequate facilities and resources to ensure they support the Quality Management System.
- To provide and maintain products and services to our customers that conform to the required quality level of their requirements
- To promote and encourage a positive Quality culture throughout the organization through the provision of information, training and awareness.
- To ensure sufficient financial and physical resources are available to meet the objectives of the Quality System, as well as all applicable statutory and regulatory requirements.
- To ensure Quality objectives are set, monitored and reviewed at regular intervals.



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- To maintain continual improvement of the Quality System and performance by regularly monitoring and reviewing the Quality System & its processes.
- To maintain records as objective evidence to show compliance with the Quality System.
- To ensure that Quality is an integral part of our operation and that no operating conditions, activities or urgency of service justifies deviating from specified Quality requirements.

## **RESPONSIBILITY**

The General Manager has the overall responsibility for the Quality Policy and the Quality Management System including formulation, development, and implementation and encouraging commitment by personnel at all levels of the company.

The Management representatives nominated in the Quality Management System are responsible for the co-ordination, implementation and monitoring of the Quality Policy throughout the organization. All employees, contractors and visitors are responsible for policy implementation by co-operating, participating and contributing to its success through their actions and suggestions.

APPROVALS

GENERAL MANAGER

