

## 1.3 POLICY AND OBJECTIVES

### 1.3.1 QUALITY POLICY

#### POLICY STATEMENT

BRAE GROUP is committed to providing the highest possible quality and reliability of services to the Construction Industry in order to meet industry standards, obtain new customers and retain existing ones.

BRAE GROUP is committed to continuous improvement in quality with the goal of meeting or exceeding our customers' expectations.

Improvement in quality is the responsibility and obligation of every BG's employee.

Our commitment to quality improvement will lower costs by eliminating errors, resulting in the best service at the lowest cost with the highest degree of customer satisfaction.

#### **To achieve the above, BRAE GROUP will:**

- Make quality work the joint responsibility of Management and Employees. Our commitment is to utilise every available means to do it right the first time.
- Establish measurable objectives and review performance quarterly;
  - The Management Representative will produce statistical reports to be reviewed quarterly. Corrective measures will be identified, assigned to responsible officers and implemented.
- Ensure that customer expectation, as well as specifications, are an integral part of every program.
- Apply a quality planning system to ensure effective implementation of every new program to meet our Quality goals.
- Commit to an ongoing training program for all new and existing employees.
- Promote quality awareness and employee work involvement in quality improvement programs.
- Maintain a committed Quality Management System to ISO 9001:2015