

	Clause 5.2: ISO 9001:2015	Pg. 1 of 1
	QUALITY POLICY STATEMENT	Rev: 07
		Date: 2022/09/26

Element Consulting Engineers (Pty) Ltd (ECE) is a multi-disciplinary consulting engineering company established in 2001. ECE provides professional engineering services in the fields of Civil Infrastructure, Renewable Energy, Electrical Infrastructure, Electrical & Mechanical Building Services, Roads and Transport, Building and Water Retaining Structures, Water, Sanitation and Dams. Our head office is situated in Durbanville with offices in East London, George, Tshwane and Mbombela.

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.

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
- 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

Our internal procedures are reviewed regularly and are contained in our ECE QMS Management Requirements and Procedures available on Sharepoint to all staff.

Quality Objectives:

- ❖ Ensure a stringent follow up procedure according to the Collections Policy document to reduce debtor days to 55 days.
- ❖ Ensure 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 bi-annual basis.
- ❖ Identify and partner with prospective companies with the view of sharing knowledge, experience and improving company income.
- ❖ Reduce outstanding creditor payments and align with outstanding debtor payments received.
- ❖ Improve the current cv format to ensure to date information, uniformity and overall quality by December 2022
- ❖ Implement a more effective client complaints review procedure by December 2022.

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 as a commitment to meet all statutory, legal and applicable requirements. Although Top Management has ultimate responsibility for quality, all employees are made aware of their responsibility within their own areas of work.

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



Reviewed and approved by: Francois Ryke
Position: Chief Executive Officer
Date: 26 September 2022