

QUALITY ASSURANCE

At MII we are totally committed to delivering measurable quality. Accordingly, our quality management system has been certified to the requirements of ISO 9001. The success and reputation of MII can be measured by the high standing of its customers. A policy of continuous self-appraisal and attention to detail has ensured the expansion of our customer base.

MII has full commitment to the principles of quality assurance and recognises the necessity for the involvement and co-operation of all its employees in achieving quality in all services and in striving for continual improvement.

The Managing Director has committed to the development and improvement of the Quality Management System by:

- Communicating to all staff the importance of meeting customer as well as statutory and regulatory requirements.
- Establishing the quality policy and quality objectives.
- Conducting management reviews.
- Ensuring the availability of resources.

MII has implemented procedures to ensure the effective planning, operation and control of its processes in the form of written or visual reference standards of acceptability and verification methods at various stages of the process which may arise from:

- Contractual requirements from the customer or other interested parties.
- Acceptance of international, national, regional and industry sector standards.
- Relevant standards, statutory and regulatory requirements.

Measurement and monitoring of processes takes place through internal auditing, resulting in improvements in the quality management system. Audits are objective and provide recommendations for improvements.

Controls are imposed to ensure that the latest copies of all documentation relevant to the accomplishment of work are available at the time and place of work to ensure effective functioning of the organisation's quality management system.

MII identifies and determines the competency needs for personnel performing activities affecting quality, and provides training to satisfy those needs. Employees are given job descriptions, are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives whilst performing their duties.



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All purchasing processes are controlled to ensure purchased product or services conform to requirements. All suppliers have successfully passed an evaluation and selection process.

Data is effectively collected and analysed to determine the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources. Data is also analysed to provide information on customer satisfaction, conformance to customer, product or service requirements, characteristics and trends of processes, products and services including opportunities for preventive action.

A corrective action programme is established and maintained to eliminate the cause of non-conformities in order to prevent recurrence. Corrective action appropriate to the impact of the problems encountered is carried out.

QHS&E

Safety is paramount in all MII's activities. Our proactive management system is certified to 18001. Our key principle in development was to draw valuable knowledge & experience from the wide range of industries in which we work. The success has been our workforce's commitment in embracing our systems and safe working practices which always remain robust and yet dynamic in their approach to safety. Too often safety systems are black & white; our policies & procedures strive to evolve in our multi-colour world.

We actively promote positive personal responsibilities throughout the whole company, from MD to the apprentices, and strongly believe in teamwork whilst promoting the positive safety message that it's good to challenge & be challenged, learn from others, share new ideas and support the growth of knowledge & understanding.

We always adhere to the highest standards in safe project & contract management. We strengthen our business by making health & safety issues an integral part of our everyday activities, by continuously improving and aligning our business with that of our staff & clients' requirements. Positive safety management at work means together we can achieve more.

As a company we are committed to training; we continually strive to have fully trained individuals in all aspects of safe working procedures. All our company employees are listed within a company training matrix. The matrix enables us to ensure that only individuals with the correct skills and training are utilised on specific jobs.



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