

The Directors and Management of McIlwain are committed to the delivery of project outcomes of the highest quality, exceeding client expectations and maintaining our core values of professionalism, honesty, integrity, and reliability.

As an organisation we intend to meet the following objectives:

- Implement, maintain, and continuously improve a Quality Management System in accordance with ISO 9001
- Minimise non-conformances and defects across all operations
- Target "zero rework" on all projects
- Set and review specific and measurable quality objectives and targets annually
- Adequately resource all projects with appropriately skilled employees and/or subcontractors capable of achieving quality project outcomes
- Encourage and promote cost effective solutions without compromising project quality
- Deliver all projects in accordance with specifications, industry standards and identified stakeholder requirements
- Provide continuous skills development to all employees in accordance with the McIlwain Workforce Development Policy

A handwritten signature in black ink, appearing to read 'Tim McIlwain', positioned above a horizontal line.

Tim McIlwain  
General Manager

