

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 care, honesty, integrity, and reliability.

As an organisation, we intend to meet the following objectives:

- Implement, maintain, and continually improve a Quality Management System in accordance with ISO 9001
- Minimise non-conformances and defects across all operations by targeting "zero rework" on all projects
- Set quality objectives and targets (within QM-R-04 Objective, Targets & Improvement Programmes, which are reviewed at management review meetings) to measure performance and identify opportunities for improvement
- 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 quality
- Deliver all projects in accordance with specifications, industry standards and identified stakeholder requirements
- Provide continual skills development to all employees in accordance with the McIlwain Workforce Development Policy

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

Tim McIlwain
General Manager

