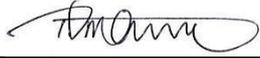


The Directors and Management of McIlwain are committed to the delivery of project outcomes of the highest quality, exceeding client expectations and maintaining our core values of care, honesty, integrity, and reliability.

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

- Implement, maintain, and continuously 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 and review quality objectives and targets 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 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



Tim McIlwain  
General Manager

