



<b>Policy statement and Objectives</b>		<b>Doc. No.</b>	<b>QP001</b>
		<b>Revision:</b>	<b>Rev 5</b>
<b>Approved By:</b>	<b>Sipho Makaula</b>		
<b>Position:</b>	Chief Executive		
<b>Date:</b>	25 April 2022		
<b>Sign:</b>			

## Policy Statement and Objectives

MAKAULA & ASSOCIATES is a professional engineering and construction project & safety management consultancy. The management and staff of MAKAULA & ASSOCIATES are committed to provide clients with services that meet and exceed their expectations whilst considering the interests of all stakeholders to ensure a well-balanced perspective and a sustainable future.

We will through ongoing assessment of our quality management system improve our business and meet the requirements of ISO 9001:2015.

This focus on excellence will ensure on-time completion of services whilst ensuring that regulatory and statutory requirements and our customer's requirements are fully understood and met.

The Quality Policy shall be made available to any interested party upon formal request

We therefore commit ourselves to the following objectives:

OBJECTIVE	ACTION PLAN TO ACHIEVE OBJECTIVES	RESPONSIBLE PERSON	FREQUENCY
To conform to ISO 9001:2015 Quality Management System re-certification	Design and implement the ISO 9001 system	SZ Makaula	May-22
To do business with our clients in a manner that satisfies their needs and strives to exceed their expectations.	Customer satisfaction survey at least achieve a rating of 7 and for client reference letters at least achieve GOOD rating	SZ Makaula	Quarterly
To reduce customer complaints	Aim to achieve 80 percent closure rate of customer complaints quarterly. Keep a register to track and measure customer complaints	SZ Makaula	Quarterly
To grow customer base	Tender for Private and Public sector clients. Track and maintain a spreadsheet of tenders submitted and tenders awarded. Aim to achieve 5 percent growth. Measurement via annual financial statements issued by our accountants	SZ Makaula	Annually
To reduce HSSE incidents	Target to achieve Zero HSSE incidents. Update HSSE statistics/matrix monthly	SZ Makaula	Monthly