

QUALITY POLICY



Part of our Quality Management System (QMS)

Meeting the requirements of the
International Standard ISO 9001:2015



Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

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Distribution List

Department	Leadership Team/SMT

CONFIDENTIAL

QUALITY POLICY

MCSI Ltd is a family run business that provides commercial, residential and industrial cleaning and other facility and property management services on the Maltese Islands.

MCSI Ltd adopts a Quality Management System based on the requirements of MSA EN ISO 9001:2015

MCSI Ltd has established the following strategic objectives to be pursued through the Quality Management System:

- Long Term Vision
 - To establish long-lasting business relationships with different type of customers that have strong potential for development and growth.
 - To operate as an extension to the resources and facilities of the client rather than simply as an outside contractor.
 - To providing consistently conforming products and services that comply to legal and customer contractual obligations.
- Customer Focus
 - To meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
 - To provide a flexible service that suits the needs of the customers.
 - To constantly strive to exceed customer expectations by consistently providing conforming products and services.
 - To give the required and deserved respect and attention to all clients.
 - To maximize communication with customers and monitor customer satisfaction.
- Resources
 - To identify and provide the necessary resources to meet the customer and product specifications with due consideration to the environment.
 - To promote the use of environmentally friendly products as an alternative option where applicable and when directed and/or agreed with our clients.
 - To motivate and encourage inclusion of employees at all levels.
 - To harness and develop the experience and knowledge earned over the years.
 - To ensure that all staff is able to adapt to difficult and unforeseen operational circumstances.
 - To urge teamwork and cooperation between the employees of **MCSI Ltd** and also with customers and regulatory authorities.
- Quality
 - To continuously improve the quality management system and the overall management of **MCSI Ltd** to prevent unnecessary wastage and maximise efficiency for profitability.
 - To constantly nurture the culture of good quality and continuous improvement across **MCSI Ltd**