

QUALITY POLICY



Meta Maya Group (MMG) is a privately owned organisation based in Perth and is a wholly owned subsidiary of Pilbara Meta Maya Regional Aboriginal Corporation based in the Pilbara region of Western Australia. MMG focuses on providing activities and services comprising consulting, field investigations, and service delivery to Government and Corporate clients including:

- HazMat management to include Laboratory Asbestos Testing
- Contaminated Land Management
- Noise Management
- Waste Management
- OHS Consultation
- Construction (Build)
- Commercial Property Management (Manage)
- Property Maintenance (Maintain)

Our aim is to be a recognised leader in the services we provide by meeting the stated and implied needs of our clients.

We attach great importance to quality management and the services we provide must reflect a high degree of client satisfaction. We undertake regular audits to provide these services, which in all respects must meet or exceed our client's expectations for quality, safety, timing and budget. To ensure these aims are met, we have established and maintain a quality system which has been planned, developed and is used by all employees in conjunction with other management functions. The quality system has been implemented based upon the requirements of AS/NZS ISO 9001 and is constantly monitored and upgraded as MMG is committed to:

- Maintaining our Information Management System to AS/NZS ISO 9001 to provide employees and interested parties with leadership, guidance and instruction to ensure our service provision is consistent throughout MMG operations;
- Establishing measurable objectives which are periodically reviewed to ensure the continuous improvement of our systems;
- Ensuring our practices, processes and actions satisfy agreed contractual and commercial requirements and create and maintain client confidence and satisfaction;
- Providing the best possible outcome with the least amount of risk;
- Auditing and assessment of management system compliance and effectiveness;
- Systematically monitoring progress and reviewing performance data against established objectives and relevant performance indicators; and
- Continually improving quality and striving for best practice through collaborative approaches with all stakeholders

We have developed measurable objectives which are periodically reviewed to ensure the continuous improvement of our systems. All members of staff are required to be fully conversant with the quality system and the associated procedures and instructions relevant to their work and to be responsible for the quality of all work they produce.

This policy is used to clearly communicate our attitude with regard to quality and we recognize that this commitment is essential to the long term success of MMG with regard to our competitive position, our reputation, our clients and our people.

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