



## QUALITY POLICY

Metis Design & Engineering Pty Ltd provides advanced engineering and simulation services to design, verify and certify designs in various industries. We are known for our professional approach and ease of doing business.

Our goal is to build long term relationships with our clients, based on providing safe and practical solutions which meet the needs and expectations of our clients.

In support of our vision, the policy is to maintain a practical but comprehensive Quality Management System (QMS) based on AS/NZS ISO 9001:2015. This will be central to the delivery of our commitment to customer satisfaction and continuous improvement.

Relevant, attainable and current Objectives for the QMS will be communicated to staff and progress against them measured and reported.

The policy embraces the following key principles:

- The satisfaction of our clients shall be the primary focus of the quality management system.
- In order to meet and exceed expectations, we must develop an understanding of the client, their way of doing business, motivations and their specific requirements.
- One size does not fit all. We are an agile business, which will cater our service to deliver the best outcome for our clients.
- The Whole is Greater than the Sum of its Parts. We will leverage the collective experience, skills and knowledge of our staff to deliver quality services.
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and consultation.
- All staff shall have individual responsibility for understanding and applying this Quality Policy in the performance of their tasks.
- Company management is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example.

Authorised by:  
Charlie Guilloteau  
Managing Director

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Steve Douce  
Technical Director

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