

## Quality Policy



*MIS Engineering (Pty) Ltd (MITAK) is a privately owned company operating in Johannesburg, South Africa. MITAK specialises in the production of cast wear parts for the pumping, crushing, grinding, brick making and materials handling industries. Product is supplied primarily to Original Equipment Manufacturers in South Africa, as well as the rest of the world.*

*MITAK's in-house facilities include two foundries with maximum pour weight of 27,000 kgs, a machine shop comprising CNC turning and milling, heat treatment, 5 axis CNC pattern milling, complemented by various simulation capabilities including casting filling, solidification and heat treatment.*

*MITAK is committed to the highest standard of excellence in the manufacture and supply of our product.*

*Quality forms an integral part of our business and will be managed to ensure our products and service meets, or exceeds, our Customer expectations and requirements.*

### We are committed to:

- Conducting our business with respect and care for customers, statutory & legal requirements.
- Continually improving our performance in meeting customer requirements.
- The commitment and expertise of our employees.
- Providing employees with the appropriate training and tools to enable them to fully support our quality philosophy.
- Promoting dialogue with stakeholders about quality performance.
- Increasing efficiency, greater cost effectiveness and improved customer satisfaction.

### We will achieve these by:

- Having a documented and functioning management system for the assurance and control of quality accredited to ISO 9001.
- The promotion of the concepts of Quality Management through continuous improvements to better serve our customers.
- Taking a proactive approach to quality to ensure the provision of products which meets or exceeds the Company's own internal quality standards as well as agreed customer requirements.
- Ensuring that this management system is communicated to and understood by, all the Company's employees and that all employees are totally committed to the system.
- Engaging the understanding and support of its Customers whose cooperation in the full implementation of the management system is most important.
- Ensuring that the Quality policy is reviewed regularly.



Managing Director