Quality Policy

Micromax Pty Ltd (MMX) is dedicated to quality and continuous process improvement for both customers and its own people. It is our policy to achieve total customer satisfaction by delivering a level of service, through established procedures and commitment, which will exceed expectations.

MMX recognises that quality is a companywide responsibility. We achieve organisational excellence and quality awareness through innovative process improvements, training our people, offering competitive rates and true value for money to our clients and developing customer and employee satisfaction programs. Our organisation strives for continual improvement to ensure that its operations and clients are always receiving a high level of service.

Materials and services used by MMX are to be purchased from approved suppliers only to ensure that the end product satisfies the client's requirements.

We also aim to ensure that our business continues to be a valued service for our customers resulting in quality products. To this end, we look to improve the services we use in cooperation with our suppliers and subcontractors.

MMX ensures that it complies with legislation, regulations and codes of practice as set out by the government and associated bodies. It maintains the effectiveness of the Quality Management System in accordance with ISO 9001:2015 Quality Management Systems.

The quality policy is explained to all new and existing employees, suppliers and subcontractors engaged by MMX through company and site inductions ensuring that the basic principles of quality assurance is instilled within the work force. The bases of these principles are:

- Our workers are our key resources
- We will ensure that service standards are current
- We will endeavour to satisfy our client and end users' requirements
- We will effectively analyse and monitor our performance to continuously improve our service and the Quality Management System;
- We will continually strive to conform to the requirements of all relevant legislative and regulatory requirements

All employees will be informed of this policy that will be documented, maintained and regularly reviewed to ensure that it remains relevant to MMX's organisational processes. This policy is to be displayed in the office, and in designated public areas when appropriate to ensure that it is available to all interested people.



Signed: ..... Date: 25/9/2026

Director

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