QUALITY POLICY

Mentis Australia is a well-established, dynamic, technically minded and forward thinking Australian based metal fabrication specialist offering products and services in the Mining, Petro-chemicals, Infra-structure and Commercial Construction industries in Queensland and Western Australia. The business has gained significant recognition for the quality of its service and products, with the underlying philosophy of Quality, Service and Innovation.

Mentis Australia offers state of the art methods, technologies and equipment and makes sure that customers are properly and comprehensively consulted, and that the most effective solution to meet and exceed their needs is professionally applied.

Quality Objectives

Mentis Australia is committed and will strive to:

- provide an exceptionally high-quality level of products and services to our customers
- manage our processes to maximise efficiency and productivity
- follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- ensure that this policy is retained as documented information and made available to applicable interested parties
- define and meet objectives, by documenting and monitoring measurable quality targets
- comply to statutory, regulatory and other requirements
- apply a Plan, Do, Check, Act methodology to our Quality Management System
- continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- apply Risk Based Thinking within our systems, operations and processes
- conduct audits of key processes within the business as part of our Continual Improvement Process
- ensure our Quality Management System is conformant and certified to ISO 9001:2015
- review this policy annually

Sheldon Upton
Managing Director
13th February 2025