

Quality Management Policy

Our Commitment

MSS Group and its subsidiary entities are committed to our customers and our employees, we listen to our customers to create focused and specific solutions, instead of offering “standard services”. We are committed to providing quality services in all aspects of our business units while maintaining certification and compliance to ISO 9001.

Our management systems ensure that our operations comply with the relevant internal operational procedures and facilitates the identification and delivery of continuous improvement opportunities.

Our values and strategic direction are strongly dependent on our commitment to the continuous improvement of our quality management system in which we implement throughout all areas of the business.

Our Strategy

To ensure our strategic direction, objectives and values are adhered to, our business units conduct regular audits ensuring compliance with relevant statutory obligations, regulations, standards, and codes of practice. We maintain mutually beneficial relationships with suppliers and other partners, recognising their impact on our quality performance. We ensure that consideration into data analysis contribute to the enhancement of our management systems.

Leadership and Assurance


MSS Group will continuously implement, maintain, and improve our systems and processes. We identify and quantify what resourcing will be required, and the Executive Leadership Team aims to ensure those resources are available and delivered. The Executive Leadership Team are committed to their employees and will celebrate successes, additionally will recognise that to improve and innovate where there are any failures.

People Engagement and Training

MSS Group are committed to ensuring our employees are suitably qualified and inducted for the position that they hold and the tasks that they are required to perform. This is completed in conjunction with maintaining compliance with our customer's specific requirements. We empower and involve our employees, fostering a sense of responsibility and accountability for the quality of their work.

Accountabilities

It is expected that all team members shall uphold this Quality Management Policy. Leaders within each of the MSS Group Divisions are responsible for the implementation of the Quality Management System. This policy is available to all interested parties.



CHRIS RUSSELL
Chief Executive Officer
17 March 2025

