



## Quality Policy

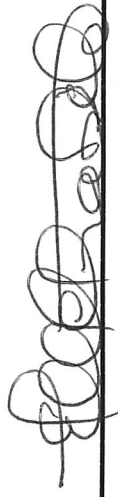
The Quality Policy of **MCE** is defined and strongly driven by the following management principles and behaviours:

-  Build a mutually profitable relationship with our clients, ensuring their long-term success, through the understanding of their needs and the needs of their clients as well.
-  Achieve our commitments for quality, cost, and controls.
-  Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
-  Drive Continual Improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and client surveys.
-  Develop people competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.
-  Top Management shall ensure that the collective principles of the International Standard are complied with at all times.

**MCE** strives to be the best provider of the services it provides in its chosen industry sector.

Through the use of these guiding principles, everyone in **MCE** is made accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services.

Our business goal is 100% Customer Satisfaction 100% of the time.

Signed:   
Principal Director – Echolls Mkhabele

Dated: 6<sup>th</sup> March 2013

Signed:   
Principal Director – Efiouis Mugwaga

Dated: 6<sup>th</sup> March 2013