

**CLAUSE 5.2 – QUALITY POLICY**

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At MDN UK Ltd, we are dedicated to delivering the highest standards of quality across all aspects of our work, with the aim of consistently exceeding client expectations. Quality is the foundation of everything we do, and we are committed to building long-term partnerships through exceptional service, added value, and dependable performance.

Our approach to quality is underpinned by a “right first time” philosophy. Every member of the MDN team—whether working on-site or within our offices—shares the responsibility for upholding this standard and is empowered to deliver excellence at every stage.

We maintain a strict zero defects, zero snags policy across all projects, ensuring that our work not only meets specifications but also reflects our dedication to outstanding outcomes and enduring client satisfaction.

**MDN’s Commitments:**

- Delivering consistent quality in all aspects of our projects and services
- Developing and continuously improving MDN’s quality standards
- Continuously monitoring and analysing quality records/reports, which provides the feedback to enable continuous improvements to the effectiveness of the Company Quality Procedures
- Enhancing customer satisfaction
- Conducting regular and planned reviews of the Quality Management System, the results of which are implemented and monitored and ensure the continual improvement of our Quality Management System (QMS)
- Monitor and review progress during regular management meetings, taking corrective action where necessary
- Comply with all relevant legal, regulatory, and contractual obligations
- Foster a company-wide culture of accountability and collaboration

In order to fulfill these commitments, the company supports a fully integrated Quality Management System for which the Quality Management representative (QMR) under Director supervision carries full operational and managerial responsibility.

**Putting It into Action: Our QMS Action Plan:**

MDN applies the Plan-Do-Check-Act (PDCA) approach to achieve a balance between the systems and behavioral aspects of management.

Plan-Do-Check -Act	
<b>Plan</b>	<ul style="list-style-type: none"> <li>• Define Quality standards.</li> <li>• Set measurable quality objectives.</li> <li>• Allocate necessary training, tools, and resources.</li> <li>• Develop QMS periodic Review Schedule</li> <li>• Develop structured procedures and engage stakeholders.</li> </ul>
<b>Do</b>	<ul style="list-style-type: none"> <li>• Implement work processes in line with defined quality standards.</li> <li>• Maintain open communication between all stakeholders.</li> <li>• Encourage team members to take accountability and ownership of their work.</li> <li>• Ensure documentation and compliance are maintained on all projects.</li> <li>• Conduct training and workshops.</li> </ul>
<b>Check</b>	<ul style="list-style-type: none"> <li>• Monitor and measure performance against quality objectives and KPIs.</li> <li>• Conduct internal audits and management reviews to ensure compliance and identify gaps.</li> <li>• Review of Quality Records and Reports.</li> <li>• Assess Customer Satisfaction.</li> </ul>
<b>Act</b>	<ul style="list-style-type: none"> <li>• Address non-conformances with corrective and preventive actions.</li> <li>• Review and refine procedures based on findings and feedback.</li> <li>• Share best practices across departments to ensure consistency.</li> <li>• Update procedures and training based on audit findings and performance data.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Implement improvements and Update QMS Documentation.</li> <li>• Re-evaluate quality goals to support continual improvement.</li> </ul>
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This policy is annually reviewed, updated and communicated to all employees to ensure it remains relevant and effective. At MDN, quality is everyone’s responsibility - and through teamwork, ownership, and a proactive mindset, we will continue to exceed expectations. All related issues are reported to the appropriate personnel, where we work collaboratively to provide timely and effective solutions.

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<b>Position:</b>	Managing Director
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