

MBD is committed to ensuring that its products and services fully meet the requirements of its customers at all times.

The primary goal of MBD Contracting is to achieve the highest standards of quality in all business practices and operations without compromise. Our objectives are to continually improve our company performance, adhere to all statutory and regulatory requirements, while offering our customers a safe, cost effective, professional service - ensuring MBD achieves a high level of customer satisfaction.

To maintain quality performance at the highest level, the following aims are pursued:

- To fulfil or exceed customer needs and expectations by delivering a quality product in a consistent and timely manner.
- To cultivate and maintain the commitment of continual improvement and communicate our goals and objectives to every employee.
- To promote a working environment where training and tools are provided for all work to proceed in a safe and efficient manner.
- To maintain a system of policies, which are periodically reviewed to ensure that any changes improve the effectiveness and efficiency of works performed on our job sites.

MBD Contracting will review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our company's policies and objectives and are able to perform their duties effectively through ongoing training and development.



Darren Richardson

Director

09.09.11