



*QUALITY POLICY*  
*JANUARY 2021*

# QUALITY STATEMENT

- Master Mechanical is committed to providing quality work to our customers that meets the project standards and specifications for materials, workmanship, tolerances, schedules and public service while maintaining profitability and competitiveness.
- Master Mechanical seeks to achieve quality by instilling the principle of “quality built” in the efforts of all levels of staff.
- Master mechanical ensures continual improvement through quality processes which are directed by a strong management team.



Wayne Gellhaus, Director

# VALUES

- SAFETY is to take continuous action to ensure a safe work environment for employees, subcontractors and the public.
- QUALITY is to take continuous action to build quality.
- ENVIRONMENT is to develop and maintain a corporate culture of environmental stewardship.
- INTEGRITY is to follow honest and transparent business principles in all that we do.
- COMMITMENT is to do what we say we are going to do.
- ENTREPRENEURSHIP is to continually seek out opportunities to be challenged and to grow.
- ACCOUNTABILITY is to be leaders who take responsibility and ownership for what we do.
- ACKNOWLEDGEMENT is to take pride in achievement and to celebrate successes.
- STEWARDSHIP is to recognize Master Mechanical as a valuable resource, to manage it wisely, and to take responsibility to preserve it for future generations.



# *SAFETY*

- Ensure that safety is a primary consideration in all we do.
- Develop and maintain a Safety Management System.
- Develop and maintain a corporate safety culture.
- Become an industry leader in safety performance.
- Conduct Health and Safety Risk Assessments and prepare supplementary project-specific Health and Safety Plans and Safe Work Procedures as required.



# QUALITY COMMITMENTS

## QUALITY MANAGEMENT STRUCTURE

- Prepare procedures, quality management plans, test certificates, work methods, operational policies and checklist forms.
- All systems, materials, and connections tested to local code and manufacture recommendations.
- Plan work processes.
- Control product and service activities.
- Establish Annual Corporate, Division and Individual Goals.



# QUALITY COMMITMENTS

## CORPORATE ORGANIZATION

- Develop and maintain an organizational structure.
- Communicate organizational structure internally and externally.
- Define responsibilities and inter-relationships for key positions.



# QUALITY COMMITMENTS

## **CUSTOMER FOCUS**

- Use a strategic approach in selecting projects that will meet the Annual Business Plan goals.
- Develop and maintain an Estimating Management System.
- Be selective in choosing our customers and type of projects.
- Ensure that Master Mechanical has the ability to meet our customers' requirements.
- Select suppliers and subcontractors based on their ability to meet our customers' requirements.
- Review project tenders to ensure that our customers' requirements are adequately defined and clearly documented.
- Ensure our customers' requirements are communicated to all relevant employees before initiating the project.
- Deliver projects according to our customers' contract specifications.
- Provide innovative solutions on complex and demanding projects.
- Maintain a mutually beneficial relationship with selected customers.
- Understand our customers' current and future needs.



# QUALITY COMMITMENTS

## **HUMAN RESOURCES**

- Develop and maintain a Human Resource Management System.
- Provide a work environment that fosters growth and retention of all employees.
- Become the employer of choice within our industry.
- Hire best available employees based on qualifications and experience.
- Maintain adequate staffing levels.
- Provide training to employees in accordance with the Quality Management System.
- Evaluate effectiveness of training through internal audits, customer feedback and performance evaluations.
- Ensure employees are aware of how their work activities contribute to the achievement of quality.
- Establish a process for individual staff to develop.





# QUALITY COMMITMENTS

## **FINANCIAL MANAGEMENT**

- Monthly financial reporting.
- Manage all projects based on established budgets.
- Consider cash flow implications in all transactions.
- Maintain profitability on an annual basis.

## **ASSET MANAGEMENT**

- Take a long term approach to asset acquisition and management.
- Own and operate an equipment fleet to satisfy corporate goals.
- Operate and service equipment to maximize lifespan.
- Prioritize the utilization of internal equipment.
- Provide and maintain adequate equipment to meet the project needs.
- Establish a system for tracking, maintaining, storing and delivering small tools and inventory.



# QUALITY COMMITMENTS

## **PROJECT MANAGEMENT**

- Develop and maintain a system to manage construction projects consistently and effectively.
- Manage projects to meet financial and corporate goals.
- Complete construction projects on schedule and on budget.
- Prepare project specific Quality Control Plans.
- Complete documentation required to verify that customer and Quality Management System requirements are being met.
- Provide projects with adequate resources.
- Evaluate suppliers' and subcontractors' ability to meet project and Quality Management System requirements.
- Ensure that materials are approved, received, preserved, and installed as required.
- Ensure nonconforming products and materials are identified, documented, secured and clearly identified to prevent unintended use.
- Establish a process to manage changes to the project.



# QUALITY COMMITMENTS

## **PROCUREMENT**

- Make procurement decisions based on the Quality Management System.
- Develop and maintain a Procurement Control program.
- Maintain a mutually beneficial relationship with selected suppliers and subcontractors.

## **DOCUMENT AND RECORD**

- Develop and maintain a control system for the Quality Policy Document, Procedures Manual, Work Methods, Operational Policies, Forms, Reference Standards, Specifications and Contract Documents.
- Ensure that Records and other Audit Evidence are maintained in an organized manner, stored in a suitable environment and disposed of in accordance with documented procedures.
- Ensure that all confidential documents and records are maintained according to Privacy Legislation.



# QUALITY COMMITMENTS

## **PROCESS VERIFICATION**

- Ensure that the defined contract requirements have been identified and adequately addressed during the work and that they have been fully reviewed prior to project completion.
- Establish decision points in all process flowcharts to verify that requirements are being met.
- Manage process verification through the use of controlled documents.
- Calibrate all measuring, inspection and testing equipment utilized to verify the accuracy of the results.

## **SYSTEM VERIFICATION**

- Conduct internal audits of the Quality Management System to ensure continued conformance to the requirements.
- Conduct Management Review Meetings to evaluate the results of internal audits and ensure continued effectiveness of the Quality Management System.



# QUALITY COMMITMENTS

## CONTINUAL IMPROVEMENT

- Continually seek ways to improve processes.
- Review results identified through internal audits, statistical analysis, personal observations and customer interviews.
- Identify any areas of concern.
- Initiate corrective actions.
- Develop preventive actions to improve quality.



# QA/QC FORM EXAMPLES

- Rough-in Checklists
- Finishing Checklists
- System Specific Test Reports
- Flood Mitigation Plans
- System Filling Checklists
- System Flushing Checklists

