

Quality

Purpose

This policy statement covers Mott MacDonald's quality management arrangements and applies to Mott MacDonald worldwide.

Commitment

The Group is committed to a relentless focus on excellence for all products and services:

- We maintain a strong culture of quality and business excellence, based on transparency, trust and respect.
- We use our global expertise to continually improve the quality of our products and services.
- Our processes ensure that we meet client needs while maintaining compliance with legislation.

Responsibility

It is our responsibility to comply with all legal, regulatory and other applicable requirements in each territory in which we work.

An executive board director is responsible for this policy and for the effective implementation, operation and review of quality management requirements.

General managers are responsible for monitoring and reviewing the implementation of quality management requirements in their operations.

Project principals are responsible for the quality of our projects.

Our partners and supply chain must demonstrate that they meet the expectations of our quality policies, directives and requirements.

All staff are responsible for application of the quality processes on projects and in their everyday work.

Approach

We work with our clients, partners and others to develop solutions that maintain and improve the quality of our products, services and projects and ultimately our businesses. To do this we:

- Operate a business management system which provides an integrated process to govern our internal operations and projects. The management system meets the requirements of ISO 9001 and is independently certified in appropriate geographical locations around the world.
- Have a Group head of excellence to lead a network of regional technical excellence leaders, digital leaders and practice leaders to deliver excellence and apply digital innovation to each assignment.
- Assess uncertainty, both risk and opportunity, to identify proportionate treatment plans that enable us to deliver successful projects.
- Facilitate our colleagues to complete their work to the required level of quality and fulfil their potential.
- Monitor and review performance, client feedback and learning to meet the needs of society, our business and our clients.



James Harris
Executive chair