

Major Projects Group is committed to delivering high-quality services across all projects by fostering a culture of excellence and continuous improvement. Our mission is to achieve customer satisfaction, meet or exceed client expectations, and enhance our reputation in the industry by adhering to this policy.

Our Commitment

Major Projects Group upholds the following principles as the foundation of our commitment to quality. To maintain high standards, we will:

- Place customer satisfaction at the core of all quality management activities.
- Implement proactive systems and controls to ensure sound decision-making.
- Collaborate closely with suppliers, subcontractors, and stakeholders to meet client requirements.
- Empower employees to engage in quality improvement initiatives through teamwork and innovation.
- Ensure all employees understand and apply this Quality Policy.
- Design and continuously improve our Quality Management System to align with ISO 9001 standards and comply with relevant statutory and industry-specific requirements.

Our Strategies

Major Projects Group actively promotes quality improvement activities and demonstrates leadership by:

- Complying with all applicable laws, regulations, and client specifications.
- Setting measurable objectives and targets to improve efficiency and quality.
- Developing and maintaining robust procedures to ensure consistency and reliability.
- Providing skilled and competent personnel to deliver exceptional results.
- Regularly reviewing and enhancing our Quality Management System in alignment with ISO 9001 principles.
- Effectively communicating our quality expectations to employees, contractors, and stakeholders.

Legal Framework

This policy aligns with the following key legislation and standards:

Australian Consumer Law (ACL) - Competition and Consumer Act 2010 (Cth)

Major Projects Group ensures that all services meet the quality and safety requirements stipulated by the ACL to safeguard customers and uphold our reputation.

Industry-Specific Regulations

As a leader in industrial, commercial, and marine demolition, Major Projects Group complies with all relevant standards, including:

- Australian Building Codes and Standards.
- SafeWork guidelines relevant to each Australian state/territory where work is carried out.
- Regulations governing asbestos removal and hazardous materials.

ISO 9001: Quality Standard

Our quality values aligns with ISO 9001 standards, supporting continuous improvement and customer satisfaction.

Work Health and Safety Act 2011 (Cth)

This policy ensures that quality processes contribute to a safe working environment for employees, clients, and the public.

Employment Law Compliance

Employee involvement in quality initiatives is conducted in accordance with the Fair Work Act 2009 (Cth), respecting their rights and entitlements.

Leadership Responsibilities

Leaders at Major Projects Group are responsible for:

- Establishing clear quality objectives and ensuring compliance with client specifications and statutory requirements.
- Providing resources, including skilled personnel, to achieve quality outcomes.
- Encouraging a culture of accountability and continuous improvement.

- Actively participating in quality improvement initiatives.

Worker Responsibilities

All workers at Major Projects Group play a vital role in maintaining and enhancing quality standards. Workers are expected to:

- Understand and implement the Quality Policy in their daily work.
- Collaborate effectively with suppliers and stakeholders to meet project goals.
- Participate in quality improvement initiatives and teamwork.
- Take personal responsibility for their contributions to the Quality Management System.



Paul Adams
Managing Director

1/10/2024