



## Introduction

Tutt Bryant Group (the **Group**) is committed to satisfying the requirements and expectations of our customers by ensuring consistent high standards of excellence in our products and services.

## Purpose

This policy along with supporting protocols, tools and processes are in place to ensure the Group continuously strives to improve and raise our standards, making sure that our products, services and activities are safe, of consistent high quality, provide value for money, are fit for purpose and meet or exceed customer requirements and expectations, applicable legislative and regulatory standards, and provide a mechanism for continual improvement.

## Principles

To meet our above stated objectives, the Group is committed to developing, implementing and maintaining a Quality Management System (QMS) consistent with the requirements of AS/NZS ISO 9001:2015 and based on the following principles of:

- ) having a primary focus on our customers' requirements and expectations;
- ) continual improvement of the QMS to keep pace with technological advances, changing demands and expectations, legislative and industry requirements;
- ) maintaining a long-term focus on our relationships with suppliers, customers and other stakeholders; and
- ) maintaining the Group's integrity in our delivery of products and services, and other activities.

## Approach

To meet the requirements of this Policy, the Group will implement:

- ) a comprehensive and integrated management system that reviews and ensures customer requirements are fully understood, communicated clearly and enables the Group to meet ongoing and changing needs, and consistently deliver high quality products and services;
- ) adequate and continuous training and development for our workers, together with the provision of necessary resources to enable the Group to meet quality standards;
- ) practical systems that ensure our products, services and activities conform to relevant specifications, codes, standards, agreements and other requirements;
- ) a "customer service" mentality through leadership and engagement, together with unambiguous work practices that are focussed on excellence of service and an uncompromising stance on quality; and
- ) procedures to monitor, evaluate and verify quality performance including regular reviews of work practices to improve the quality and consistency of our products and services.

Chen Wei Ng  
Managing Director  
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