Torc Tight QLD Pty Ltd

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QUALITY POLICY

It is the policy of our Company to operate our business in a manner that consistently meets/exceeds the quality standards set by ourselves and our customers. We are committed to the continuous improvement of our operations and the products and services that we provide.

To achieve our goals, we recognise that the quality of our products and services is determined by our customers needs and changing expectations. Our objectives are to:

- **Identify the changing needs and expectations of our customers.**
- **Achieve efficiency in our operations, attention to detail and responsiveness to our customer priorities**
- **Provide quality products and services on time**
- **Provide an environment where continuous improvement is encouraged.**

We will regularly seek feedback from our customers via various means to ensure that we measure, monitor, control and review our levels of service to meet/exceed agreed outcomes.

We will continually select and train our personnel to ensure that the Company's commitment to our services is translated into practice.

We are committed to ensuring the continuing effective operation and improvement of our quality system and the establishment of measurable objectives through the framework of our management review process

We will work in partnership with our customers, staff, and management to ensure that this Policy is achieved.