

# Quality Management Policy

## COMMITMENT

TS Global is committed to satisfying the needs of its customers in the materials handling industry by supplying a complete range of innovative and effective products. We recognise customer satisfaction is essential to our continued success and we commit to the proper planning and control of the company's management and operating practices.

## OBJECTIVES

To achieve this goal, TS Global's objective is to implement and maintain a quality management system in accordance with the Australian Standard AS/NZS ISO 9001. Certification to this standard provides the platform on which TS Global builds our structure of continual improvement directed at key quality objectives of financial viability, employee competence, customer satisfaction, effective and efficient delivery, safety performance, and supplier partnership.

It is recognised by TS Global that the company cannot achieve compliance with policy and objectives without the additional involvement of each employee taking responsibility for the quality of their own work. Consequently, all employees are encouraged to participate in, and contribute to, activities directed at maintaining capable processes and continuous process improvement. We will foster and maintain a positive culture, behaviour and awareness through the acknowledgement of individual and team performance, and up skilling our Management and Supervisory personnel in leadership.

## MONITORING

TS Global will maintain a suite of procedures as part of our WHS system which will set out how and when this policy will be applied. We will implement annual quality improvement plans with measurable objectives and targets.



Graham Holford  
General Manager



**TSGlobal**<sup>®</sup>  
Leaders in Conveyor Products