

Quality Management Policy

OUR COMMITMENT

TS Global Pty Ltd is committed to satisfying the needs of its clients by supplying a complete range of innovative and effective products and services. We recognise client satisfaction is essential to our continued success.

OUR OBJECTIVES

TS Global's objective is to implement and maintain an accredited Management System in accordance with AS/NZS ISO 9001:2015. Certification to this standard provides the platform on which TS Global builds our structure of continual improvement, directed at key quality objectives. These objectives, as a minimum include financial viability, worker competence, client satisfaction, effective and efficient delivery, safety performance and supplier partnership.

We will achieve this by:

- Recognising that compliance with our Quality Management System cannot be achieved without worker commitment. All workers are encouraged to participate in, and contribute to, activities directed at maintaining processes and continuous improvement.
- Ensuring our leadership team encourages positive culture, behaviour and awareness of our Quality Management System. Our workers are fully trained and involved with the quality improvement and acknowledged for both individual and team performance.
- Ensuring all work is carried out consistently and to a defined standard.
- Continually developing, maintaining and reviewing our procedures within the Quality Management System. These procedures define how and when this policy shall be applied.
- Undertaking scheduled auditing of our Quality Management System to ensure compliance with its objectives and targets.
- Ensuring client satisfaction remains inherent to our business.
- Addressing any client complaints efficiently and within an acceptable time period.

MONITORING

TS Global will maintain a suite of procedures as part of our management system, outlining how and when this policy is applied. This policy will be reviewed every two (2) years.



Graham Holford
General Manager
3 June 2024