



## QUALITY POLICY

Sonnex Pty Ltd provides manufacturing, repair, maintenance and for a wide range of industries including mining, automotive, rail, marine, general manufacturing and engineering as well as making available a laser and plasma cutting services offering precision finish and fast turnaround times.

Our principles are:

- To clearly identify our customers' requirements and provide products and service that consistently meet specifications in a timely manner at acceptable prices.
- To have a clear focus on priorities by establishing business and quality objectives, which are reviewed periodically through the management review process.
- To have participation from top management with their involvement, monitoring and measurement of performance and be focused on acting on opportunities for continual improvement of the Quality Management System.
- To promote the use of a process approach and risk-based thinking to improve quality.
- To establish partnerships with suppliers and interested parties to provide an improved service.
- To achieve excellence in customer service and satisfaction through the application of reliable and sustainable business practices.
- To communicate with and involve our employees in the application of our policies and procedures and the improvement of our operating system.
- To comply with relevant statutory and regulatory requirements including company law, the health & safety of our employees and customers, and the protection of the environment.

Our objectives are:

We identify our quality objectives through our business planning process, we establish and maintain performance targets and we regularly audit and review our results to improve our business and to confirm the continuing effectiveness of our operating system.

- To seek structured feedback from our customers.
- To operate efficient manufacturing and service / processes that minimise non-conformance and achieves our profit expectations whilst remaining competitive in the market place.
- To ensure everything we do is always carried out in accordance with stated methods and customers' requirements.
- To deliver our services in a consistent, reliable fashion, exceeding our customers' needs through the following: offering customer satisfaction survey, processing complaints received monthly senior management committee reports and audit and inspections reports as scheduled.
- Process customer products on time.

**Jano Tuchyna**  
Director

Signature \_\_\_\_\_

(Managing Director)

Date 20/06/18