



Best Quality - On Time - Every Time

# Quality Procedure

## Quality Policy

**1. Objective:**

"To continuously strive to satisfy our customers with outstanding quality of our products and services on time every time."

**2. Strategies:**

- 2.1 Create & nurture quality people within a culture that ensures pride, accuracy, continuous learning, and improvement.
- 2.2 Strive for zero defects, reduce waste by constantly looking for opportunities and solutions to deliver competitive advantage.

**3. Commitment:**

Hendl & Murray Engineering Ltd.'s (HME) Quality commitment is to:

- 3.1 Comply with all relevant design and quality standards.
- 3.2 Continual improvement with a valued customer focus
- 3.3 Encourage mutually beneficial supplier relationships.
- 3.4 Engage everyone's interest at all levels of our organisation to enhance HME's quality mind set.

**4. HME's quality goals:**

- 4.1 Follow the quality system procedures at all times
- 4.2 Aim to minimise the need for non-conformance reports (NCR's)

Signed: \_\_\_\_\_

A handwritten signature in black ink, appearing to read 'N. C. Hendl', is written over a horizontal line.

(Noel Hendl – Managing Director)

Date: \_\_\_\_\_

19-01-2024