



## WURTH AUSTRALIA PTY LTD QUALITY POLICY

Würth Australia Pty Ltd is an importer and distributor of consumable products and tools for the Automotive Aftermarket and the Metal Trade Industry. The company is dedicated to supplying customers with products of a high standard of quality and has implemented an integrated quality, environment and health and safety management system to provide guidance for all employees with respect to the company's commitment to continually improve its performance.

High quality of service and products is inherent throughout all levels and functions of the company. All members of the organisation assist in maintaining and improving the operations of the business, including:

- Sales staff who ascertain our clients needs
- The customer service and order processing departments who efficiently process customer orders
- Warehouse staff who compile the orders and dispatch the goods accurately and on time
- Purchasing staff who ensure that Würth Australia Pty Ltd is able to supply all ordered goods
- Administration staff who are involved in every stage of the process, and
- The marketing department who analyse the needs of our customers and respond with a modern and complete product range

Würth Australia Pty Ltd is committed to ensuring compliance with ISO 9001 in all relevant areas of operations. The annual setting and review of objectives and targets provides a framework through which employees are involved in the implementation of quality system.

The management system manual provides direction for all staff in helping the company maintain the requirements of ISO 9001 and for providing our customers with a recognized standard of quality.

Eric Juebner  
Managing Director

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