

# QUALITY POLICY

## **Purpose**

The purpose of this policy is to confirm Würth Australia's commitment to quality.

## **Scope**

This policy applies to all Würth Australia employees and locations as well as to all of Würth Australia's stakeholders.

## **References**

N/A

## **Definitions**

N/A

## **Responsibilities**

All employees are responsible for maintaining the quality standards set by Würth Australia.

All other stakeholders are required to adhere to this policy when visiting a Würth Australia site.

## **Policy**

Würth Australia is an importer and distributor of high quality consumable products and tools for the trades and is committed to continually improving its performance. A 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 client's 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 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.

## QUALITY POLICY

Würth Australia is committed to meeting or exceeding the requirements of ISO9001 in all relevant areas of operation. The annual setting and review of objectives and targets provides a framework through which employees are involved in the implementation of the quality system.

The management system provides direction for all staff in helping the company comply with the requirements of ISO9001 and to provide our customers with a recognised standard of quality.

A handwritten signature in black ink, appearing to read 'Serge Oppedisano'.

Serge Oppedisano

Chief Executive Officer

Member of the Asia Pacific Strategy Board

### **Records**

N/A

### **Reason for Change**

Updated scope.

Würth Australia reserves the right to modify, revise or supplement parts of this document as it sees fit. Würth Australia's Policies and Procedures are located on the Würth Australia Intranet. A failure to comply with Würth Australia's Policies and Procedures may result in disciplinary action up to and including termination of employment.