



Quality Policy

Delivering a high-quality product and service to our customers is critical to the success of our business. From the first point of contact, through to the support in the field, our team are committed to delivering beyond the expectations of our customers.

Our approach, through operational leadership and continual development of our processes, aims to achieve the following:

Customer Focus

We commit to ensuring our customers are at the centre of our decision making and support. We ensure that our customers are served with high quality products and services that always meet or exceed their requirements by continuously identifying the risk and opportunities that can affect the conformity of products and services. We evaluate and understand our customer's requirements and applicable statutory and regulatory requirements and serve them consistently with the best solutions to ensure a high level of customer satisfaction.

Supply Chain Excellence

We aim to exceed our ISO accreditation standards in safe and clean working environments and ensure our facilities are world class. Products and services will flow from our suppliers and through our facility, on schedule, to meet customers' needs. We will plan, do, check and act through all activities we do to ensure we achieve our goals. Costs and Time will be known and managed by our team.

Leadership and Employee Engagement

Our vision and strategy are important to chart our direction and growth. To achieve this, our team will be developed to be highly motivated and competent employees. We recognise leadership commitment to quality is an important factor in both developing our business and leading our teams. Our team are encouraged to take responsibility for their own development, we ensure the resources needed for the quality management system are available and we encourage cross development and training to build a flexible and agile team. We commit to communicate the importance of the effective quality management and of the level of conformance of our quality management system requirements with respect to the achievement of the intended results.

Culture of Performance and Continual Improvement

We are committed to the continual improvement of the products and services that we provide and to the effectiveness of the Quality Management System through a process approach and risk-based thinking. We will set clear objectives and monitor our progress towards their successful achievement. We will learn and grow from the experience we gain in every activity undertaken, be they positive or negative.

By implementing our quality management model, we will strengthen our business, continuously improve customer satisfaction, and achieve our goal of being recognized as the global quality provider of high pressure and centrifugal pump packages and accessories.

This policy has been reviewed and approved by the management team and will set the guideline for the Quality Management System at Asia Waterjet Equipment.

Sam Norris

Managing Director

A handwritten signature in black ink, appearing to read 'Sam Norris', is written below the printed name and title.