

# ***TOTAL QUALITY MANAGEMENT SYSTEM POLICY STATEMENT***

The Management Team has adopted the policy of supplying only those services and products which have the requisite quality to merit customer satisfaction throughout the effective life of the products.

It is therefore a requirement of this policy for Process Materials Australia to produce and supply customers with services and products which are suitable for their intended purpose, which are in conformity with the agreed specifications and appropriate standards.

Products must be designed and manufactured to maintain their position as quality products in the PMA market. Within the framework of this policy the properties and performance of such products must reflect market demands and provide customer satisfaction.

PMA attaches great importance to competition based on quality and furthermore the services and products supplied must in no circumstances present a hazard to the user or public.

The procedures outlined in the quality manual describe how the quality system is designed to ensure that customer requirements are recognized and that consistent control of these requirements is established, implemented, maintained and continuously improved. PMA recognise that a complete commitment to quality throughout its operations is the key to meeting this objective together with the employment of risk-based thinking commit to complying with all legislative and client requirements whilst continually improving the effectiveness of our Business Management System. Initiated actions are essential for a long term success in competitive position and reputation as well as in achieving employee satisfaction.

The policy is issued to clearly indicate the attitude of the board with regard to the commitment to the continual improvement of the quality management system

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