

QUALITY POLICY

At NorthTech SLE, Quality is integral to our business practice. We believe:

Our work is our reputation. High quality output is an absolute requirement

Understanding our customer's needs is the precursor to meeting them

Continuous improvement is embedded in the way we work

OUR COMPANY

NorthTech SLE is committed to providing consistent, quality service to our customers. We maintain the highest standards of quality by engaging skilled people and applying robust compliance processes, to ensure the job is done right first time, every time.

Complies with statutory obligations and standards relevant to quality management.

Implements rigorous quality control processes at every stage of our operations.

Maintains, monitors, reviews, audits and continually improves the QMS, per the certification requirements of AS/NZS ISO 9001.

Provides the necessary resources to implement and maintain the QMS by engaging sufficient and suitably qualified, skilled, and experienced people.

Satisfies or exceeds our customer's expectations with respect to supplied products and services via effective communication and review of customer requirements.

Continually promotes a culture of innovation and review, with the aim to improve the way we work.

Identifies and engages ethical and sustainable supply chain partners.

Encourages all employees to participate in quality improvement activities.

Identifies, reports, investigates and resolves all non-conformances and takes action to prevent recurrence.

Monitors and evaluates the quality performance of external partners and implements effective communication regarding issues and opportunities.

Actively seeks performance feedback from our customers and addresses identified opportunities for improvement.

Ensures the QMS remains suitable by establishing, reviewing and communicating performance measures and taking action to improve outcomes.

Invests in new technologies and methodologies to enhance product and service quality.

OUR EMPLOYEES

Adhere to established quality standards and procedures in all tasks

Seek clarification on scope, standards and expectations when required.

Report any defects or quality issues to their supervisor.

Embrace a culture of continuous improvement, at both a business and individual level.

Take personal responsibility for maintaining a high quality standard in all work, tasks and interactions.



STEVE POPE

Director
NorthTech SLE



90Q12580