

Policy:

Quality Policy

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Quality Policy

RAPP Australia is committed to meeting quality and customer requirements by delivering products that meet or exceed relevant quality standards through continual improvement of its products and the Quality Management System.

RAPP Australia's management ensures that all employees are aware of how to contribute towards the continuous improvement process while matching customer expectation as well as following ISO 9001 guideline.

RAPP Australia is determined on continually improving its product & services by involving all RAPP Australia personnel.

RAPP Australia will provide the necessary tools and resources to employees such that they can continuously improve procedures, streamline systems, and implement new manufacturing methods in an effort to meet the challenges of the future.

The implementation of RAPP Australia's Quality Management System that is in line with ISO 9001 and provides a solid base for ensuring customer satisfaction, together with improving RAPP Australia's overall organisational performance. It shall be RAPP Australia's responsibility to provide worldwide customers with products conforming to statutory and regulatory, as well as customer requirements.

RAPP Australia Policy calls for continuous improvement in its Quality Management activities and business will be conducted according to the following principals:

We will:

- Implement, maintain and comply with requirements of ISO 900 and all applicable laws and regulations.
- Follow a concept of continuous improvement and make best use of our management resources in all quality matters.
- Communicate our quality objectives and our performance against these objectives throughout RAPP Australia and to interested parties.
- Train our staff in the needs and responsibilities of quality management.
- Ensure the Quality Management System requirements are always met.
- Review this policy annually to ensure it is suitable and effective.
- Ensure this policy is communicated and understood by all employees, contractors and suppliers.

RAPP Australia's commitment to customers includes:

- Work closely with our customers to establish their requirements.
- Continuously applying innovation to existing products.
- Designing new products in conjunction with the customer.
- Continually searching the world for the latest best-practice.
- Introducing new products or processes that fit our fields of interest as soon as practicable.