

## Tele Radio Australia Quality Policy

Tele Radio Australia (TRAU) strives to deliver professional and reliable services and is committed to satisfying the needs of our customers. Our goal is to provide a dependable, high standard and timely service of developing, manufacturing radio control systems for industrial use. TRAU offers its service deliverables to a diverse range of industries inclusive of but not limited to; the mining, material handling /processing, manufacturing, power generation and general industries.

### **Our Commitments:**

TRAU is committed to:

- Establishing and maintaining a Quality Management System with measurable objectives and targets that complies with ISO 9001.
- Establishing quality control protocol governing all our individual work processes.
- Complying with all relevant legal, industry, other obligations and client requirements.
- Mitigating the impact of any foreseeable hazards, which could affect the quality of services.
- Identifying, reporting, investigating and resolving all non-conformances in order to identify actions to prevent recurrence.
- Maintaining product quality throughout the design and manufacturing processes
- Maintaining attention to detail with product realisation and throughout the process.
- Maintaining focus on nominated time frames and work scopes within business capabilities.
- Ascertaining the level of client satisfaction after delivery of contracted work.
- Providing visible support, supervision and leadership, necessary resources, information, instruction and training, to ensure our people provide quality services.
- Assessing compliance, auditing, and reviewing the Quality Management System to ensure its ongoing suitability, adequacy and effectiveness.
- Continuous improvement of the Quality Management System to enhance our quality performance.

All those engaged at TRAU have an important contribution to make in developing and utilising work procedures designed to eliminate the occurrence of deficiencies, with the emphasis being defect prevention rather than detection and is fully endorsed by the Managing Director.

A handwritten signature in dark ink, appearing to read 'Kjell Blom', with a long horizontal line extending to the right.

Kjell Blom  
Managing Director  
Tele Radio Australia