



# QUALITY POLICY STATEMENT

*At Bradken, we strive to consistently supply products and services that not only conform to statutory and regulatory requirements, but also enhance customer satisfaction. We are committed to driving continuous improvement across all areas of our business. In particular, we are committed to:*

## Customer focus

We strive to understand customer requirements and business objectives so we can provide products, services and solutions which are best-in-class or comparably fit-for-purpose, given customer functional requirements and commercial constraints. We use clearly established communication channels to ensure our customers are provided with a prompt response to all enquiries and support requests.

## Leadership

Bradken's strategic business plan is developed by its Executive Leadership Team whose leadership sets the framework for achieving the company's goals and objectives. Effective control is maintained through the use of formally documented procedures and processes, which describe the responsibilities of all employees who have the authority to intervene in the performance of work.

## Engagement of people

Every employee involved in the design, manufacture, distribution and provision of support functions for our products has a responsibility for maintaining quality, reliability and safety. Creating value for our customers requires competent, empowered and engaged people at all levels of our business. Our Kenkijin Spirit corporate values of Customer, Communication and Challenge reflect an understanding of the importance of working as a cohesive and responsive team.

## Process approach

Treating activities as processes that link together and function as a holistic system helps achieve more consistent and predictable results. People, teams and processes do not exist in isolation and ensuring everyone is familiar with Bradken's business activities and how they fit together, promotes cooperation and ultimately improves our operational efficiency.

## Improvement

A company-wide focus on continuous improvement enables Bradken to offer customers differentiated products and services designed to provide tangible benefits. Pre-empting, managing and reacting to changes in the internal and external environment is necessary for us to continue delivering value to our customers. This is of paramount importance today as conditions evolve rapidly and we must be able to adapt.

## Evidence based decision making

Making appropriate decisions under changing conditions is not an exact science and involves a degree of uncertainty. Ensuring our decisions are based on the analysis and evaluation of all available data means we are more likely to produce a result that achieves a favourable outcome while aligning with our business goals and objectives.

## Relationship management

Today's businesses and organisations do not work in isolation. Identifying the important relationships we have with interested parties such as our suppliers and setting out a plan to manage them effectively drives our continued growth as a well-respected organisation.

**Simon Linge – CEO**

Issued: December 2018

©2018 Bradken Pty Limited