

Quality Manual

Appendix 1 – Quality Policy

New Touch Industries is one of the premier companies within the local manufacturing industry and prides itself on the ability to exceed customer expectations for quality, service and delivery.

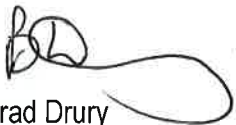
New Touch Industries is committed to achieving total customer satisfaction through the implementation of a Quality Management System conforming to AS/NZS ISO 9001:2016.

We aspire to continually improve our business through a constant focus on our business and support processes, the training and development of our personnel, and by setting improvement targets in areas that positively influence and contribute towards our customer satisfaction goals:

- Quality – The right specifications first time every time
- Quantity – The right quantity supplied each and every time
- Delivery – On time delivery performance to agreed dates
- Productivity – Machine uptime to meet customer demand.

The management team have given their personal undertaking to support the customer satisfaction goals, the achievement of agreed improvement targets, and effective implementation of the Quality Management System.

All employees and stakeholders of the company will be given every opportunity to participate in the improvement of the Quality Management System and are strongly encouraged to contribute towards the mutual future business success.



Brad Drury
Managing Director



Alex Vandebroek
Operations Director



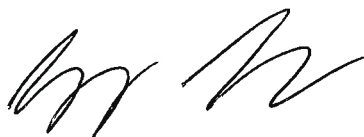
Sean Marceddo
Sales Manager



Ryan Jenkins
Production Supervisor



Promise Mutsambiwa
Quality Coordinator



George Mazarella
Branch Manager – Clayton South