

## QUALITY POLICY

**MISSION:** To help specialist manufacturers realise their full potential.

**PURPOSE:** To be the most innovative partner in the value chain

**PROMISE:** To take specialist manufacturers from idea to ideal

### PURPOSE AND SCOPE

Management is committed to operate and maintain a quality management system that meets the requirements of AS/NZS ISO 9001:2015 in the context of our organisation and relevant for our unique operations and product.

Bendpro will establish quality objectives to plan, implement and measure the effectiveness of the quality system and ensure continuous improvement.

To implement this policy, we will focus on the needs of our business with reference to consistently meeting our customers' requirements and statutory obligations.

Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.


We will adopt procedures and disciplines to ensure that the system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training.

### QUALITY OBJECTIVES FRAMEWORK FOR ACHIEVING OBJECTIVES

- Commit to customer expectation by following the best manufacturing practices and Industry Standards,
- To conform to the requirements of AS/NZS ISO 9001:2015 by analysing internal and external factors and promoting consultation and participation of workers.
- Continual improvement and innovation based upon efficient business processes, well-defined measurements and best practices.
- Analyse Non-Conformance in Management Meetings to implement the best possible preventive action when reasonable to do so.
- Develop staff competencies, creativity, empowerment, and accountability, by training, constant feedback and analysis of the best practices and preventive actions.
- To provide adequate resources to maintain effective process and quality standards.

This policy will be communicated throughout the organisation and regularly reviewed for continued suitability.

This Policy will be audited and upgraded when required for continuous improvement. All managers and workers are expected to work cooperatively to effectively implement this Policy.

General Manager:  Date: 27/11/2025