



Toshiba International Corporation Pty Ltd

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Quality Policy

Committed to People, Committed to the Future.

Toshiba International Corporation Pty Ltd (TIC) is a provider of power generation (traditional and renewable technologies), transmission, distribution, energy storage, motors, drives and automation / control systems that serve as basic social infrastructure requiring simultaneous dedication to demanding safety and quality standards.

Objective

It is the aim of TIC to be the customer's provider of choice and develop long-term business relationships by achieving high levels of customer satisfaction through the excellence of our products, services, processes, expertise, teamwork and competency of our workers.

Commitments

TIC will:

- develop and maintain a proactive quality culture throughout the company
- determine all applicable statutory, regulatory and customer requirements, both specified and implied, and fulfil such requirements to the satisfaction of both customers and relevant interested parties
- provide products and services that comply with all applicable standards, legislative, regulatory and Toshiba Group requirements, including ISO 9001, IECEx Scheme, EMC Standard and GEMS determination.
- identify, then manage, risks and opportunities that can affect customer satisfaction or the conformity of products and services
- continually work towards improving quality by implementing actions to effectively eliminate the root causes of defects and non-conformities
- develop products, services, processes and systems in a continual or step improvement mode utilizing, where appropriate, Toshiba Group or industry improvement processes, techniques and systems
- measure performance against objectives and key performance indicators to ensure continual improvement in quality performance
- provide the resources necessary to maintain and continually improve the performance and effectiveness of the quality management system
- ensure all workers are aware of how their job function affects the performance and effectiveness of the quality management system
- ensure all workers understand our quality management system and contribute to its effectiveness
- communicate this policy to all workers, customers, contractors and suppliers, and make it available to interested parties

Responsibilities

Management and staff are to:

- foster a proactive quality culture
- implement this Quality Policy in their area of responsibility
- contribute towards the effectiveness and continual improvement of the quality management system

This Quality Policy is applicable to TIC in all its operations and functions.

This Quality Policy will be regularly reviewed to ensure it continues to be appropriate for the purpose and context of TIC.

Authorised by:

Mr. John Denyer
Managing Director

Toshiba International Corporation Pty Ltd