

## QUALITY POLICY

Specialty Metals is a Western Australian based company and provider of specialised corrosion-resistant & high-temperature alloys and other metals. Our management and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

### Quality Objectives

The management and staff at Specialty Metals are committed and will strive to:

- Provide an exceptionally high-quality level of products and services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ensure customer satisfaction is maintained at a high level

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Grant Sinnott



General Manager