

## Quality Policy

### Our Quality Vision:

*"Exceeding expectations in quality is the result of focus, effort and skilful execution"*

At TEN, our quality objective is to exceed our customers' expectations in a productive, professional and cost-effective manner without compromising TEN's Policies, values and goals.

### Our Quality Principles:

- Fostering a quality culture by developing quality awareness throughout the workplace.
- Achieving quality objectives and improving quality performance in all departments across TEN.
- Actively seek relevant certification to ensure effective and efficient management of quality systems and processes.
- Setting objectives and targets to evaluate performance and identify opportunities for improvement.

### Employer Responsibilities:

- Integrate quality objectives into its business strategic business plans.
- Ensuring full alignment with the International Quality Standards ISO9001.
- Achieving operational excellence through continuous development and improvement of effective management systems.
- Ensuring that all we do complies with our quality commitment in producing and supplying products that meet regulatory requirements.
- Providing awareness and encouraging our people of the importance and need to contribute to quality.

### Employee Responsibilities:

- Working in accordance with TEN Quality procedures, policies and principles.
- Striving for zero defects and no waste by constantly looking for quality improvements.
- Meeting or exceeding customer's expectations and needs.
- Helping to ensure that quality is actively pursued throughout the whole of TEN Group.



**Corey Scott**  
**Managing Director**

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