

DYNAPUMPS QUALITY POLICY

AIM

To understand our customer's needs and requirements using a Quality Management System based on ISO 9001 : 2008 to integrate our work processes, add value and continually improve them through customer and performance feedback.

Through this process we expect to meet or exceed our customer's expectations.

OBJECTIVES

- Be customer focussed to ensure we understand and meet their current and future needs and expectations because we depend upon them for our existence.
- Our management team will initiate, create and nurture an environment that allows our people to participate in achieving our quality and management objectives.
- We will give recognition and responsibility to our team's abilities to provide the services needed to fulfil our customer's needs and requirements.
- We will use a process oriented approach to make our system easy to use and update.
- We will integrate our Quality Management System within our Total Management System ensuring we comply with our Financial, Occupational Health & Safety, Environmental, Legal and Ethical values reflected in our obligations to our customers, our people and to the larger community.
- We are committed to continual improvement of our Total Management System including our Quality System for the improvement of customer service and the working environment of our people. This will be achieved by setting standards of performance and from customer feedback, process and data analysis, internal and external audits and training of our people, to review, analyse, modify and improve our system.
- We will establish agreements with our major suppliers to ensure that we can pass on the benefits of better pricing and service to our customers while at the same time providing higher returns to our suppliers.

General Manager



Jim Ellery
21-January 2010

FORM Q002 VSN 1