

# QUALITY POLICY

E-Plas is a top national supplier of premium high performance and specialised engineering plastics providing manufacturing services including fabricating and CNC machining of a diverse range of plastic components to customer specification.

E-Plas Quality Management System is aligned with Quality System Standard AS/NZ ISO 9001:2015, providing the structure for all business planning, production, evaluation and action.

E-Plas Managing Director and Management Team are committed to providing strong and supportive leadership. Communicating E-Plas Quality Policy, System and Objectives to all interested parties including our staff, contractors, consultants, financiers, legal advisors, suppliers, agents and customers alike.

E-Plas Quality Management System is managed by documented and implemented procedures, supported by an ongoing program of Internal and External Independent Audit. Measuring and analysing the effectiveness of the Quality Management System and allocating the responsibilities and resources required to ensure fulfilment of our quality objectives through continual improvement.

Responsibility, authority, guidelines and procedures for all personnel managing, undertaking and assuring work affecting quality are specified in E-Plas Quality Manual.

Commencing with Induction, new employees are introduced to the key aspects of their role including E-Plas Quality Management System; E-Plas Quality Policy and related QMS Procedures. E-Plas Personnel shall also be notified or undertake intermittent targeted Induction when changes are made to elements of E-Plas QMS as affected.

In accordance with E-Plas QMS all supplier or operational non-conformance and customer concerns are fully addressed and resolved through a documented process of corrective and preventive action to ensure the realisation of Quality Objectives.

E-Plas is invested in complete Customer Satisfaction and acts promptly regarding any immediate concerns as well as conducting Customer Survey inviting in-depth feedback.

Our commitment to quality product is demonstrated through regular Supplier Evaluation and through process controls and inspection of goods, both standard and manufactured, prior to despatch.

E-Plas P/L employs the Process Model for Continual Improvement, Business Process Planning and Management Review providing the framework for E-Plas business evaluation establishing effective strategies for growth and improvement.

Managing Director E-Plas P/L

Lisa Morgan Marshall

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January 6<sup>th</sup> 2023