

## Quality Policy

TLI Group is committed to achieving our quality vision of “Zero Defects Every Time” and strive to deliver projects that exceed our customers’ expectations. At TLI Group, we identify our customer as one of our core company values and commit to putting our customer first.

To help us achieve our quality vision we focus on our five C’s of Quality:

- **Consistent** – zero defects every time
- **Complying** – to the required standards
- **Commitment** – from everyone at all levels
- **Customer Satisfaction** – a key priority
- **Continuous Improvement** – measuring and monitoring performance

TLI Group recognises that to achieve our quality vision we need to:

- Promote a continuous improvement culture throughout the company where we can learn and share opportunities for improvement;
- Ensure the requirements of our customers are met in full, and endeavour to enhance the overall service to customers to ensure that they are fully satisfied with the results;
- Ensure that all staff are given sufficient training and development support to provide for fully competent work teams;
- Ensure through good planning and review that the best equipment is made available for all TLI Group’s processes and activities;
- Work closely with our customers to develop and maintain first class relationships;
- Maintain and develop first class supplier relationships;
- Following good work practice in all areas of our operation to be an efficient and profitable organisation;
- Continuously improve the company’s quality management system through auditing, review of customer satisfaction and process effectiveness;
- Plan and establish measurable objectives based on our Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management;
- Encourage our Supply Chain to share our passion to embed Quality excellence into everything we do and promote this vision to others;
- Promote open, honest and effective communication with all stakeholders.

This policy will be reviewed as necessary and at all times remain relevant and appropriate to the company. It will be communicated to all employees and prominently displayed at all TLI Group workplaces.



**John Tuite**  
Managing Director

Date 14 / 03 / 2020