

## Quality Policy

Total Peripheral Supplies (TPS) is the market leader in providing turn key end to end product design, development, testing, servicing and installation of complex video, data, electrical and telecommunications systems. We have a demonstrated track record of delivering complex projects on time and on budget. TPS is based in Mulgrave, Melbourne, Victoria and has installation and assembly teams situated in all major capital cities. We also have experience working in diverse and remote locations across Australia. Our company strives to achieve sustainable growth through consistently satisfying the diverse needs and expectations of our clients. TPS is committed to effective implementation of the Quality Management System (QMS) in compliance with ISO 9001:2008 Standard. The QMS is integral part of the company's Integrated Management System (IMS) and is continually reviewed and improved.

The company strives to achieve this by:

- Promoting an understanding of our customers' needs and expectations throughout the organisation, together with a culture of exceeding customer expectations.
- Developing seamless processes by fully integrating the services provided by our suppliers and partners.
- Monitoring our performance through performance metrics in order to continually improve our processes and services.
- Ensuring that management on all levels communicates and explains the quality policy to all employees and subcontractors so that everyone is familiar with the policy and its intent. It is also made available to interested parties.
- Establishing, reviewing and communicating company's quality objectives to all levels in the organization. The objectives are monitored on an ongoing basis and reviewed during the management review meetings.
- Utilising the company's Quality Management System (QMS) on all company processes everywhere, every time, without exception.

This policy is communicated to all staff and subcontractors through toolbox meetings, training and publications and is also made available to interested parties and the general public.



Approved By: **David Gillies**  
Position: **Managing Director**  
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