

 Company Management System Manual	Subject: Quality Policy	Issue: 1
	Chapter: CP.02 (COP.02)	Date: 25/7/2008
Policy	Page: 1 of 1	Sign:

Quality Policy

Quality is defined within AVK Australia Pty Ltd as achieving the required standards and level of performance in every task undertaken.

Consistently meeting customer needs and expectations and establishing long term relationships based upon mutual trust and respect is our primary objective.

Accordingly, AVK is committed to a policy of customer care and support and the provision of both products and services of the highest quality.

This shall be achieved by:

- Operating a formal Quality Management System integrated in the Company Management System (CMS) within which all employees recognise their individual and corporate responsibilities for Quality Control and by delegation and authorisation are able to contribute to the operation and ongoing improvement of said Quality System.
- Close cooperation between AVK and our customers enabling our anticipation and advance planning of the technology and processes required for assuring products are manufactured consistently correct to specification and, if applicable, to the appropriate standards to which they are certified, within the agreed time frame and at a realistic cost.

As Managing Director, I recognise and accept my fundamental responsibility for the Quality of Service and Products alike to our customers. I will discharge my responsibilities via my team of Managers and together, by direction and example, will we ensure this Policy is accepted, understood, implemented and maintained throughout our organisation.

Karsten Pedersen, Managing Director

AVK Australia Pty Ltd