

Quality Policy Statement

PFP Systems Pty Ltd is involved in the fire proofing of commercial and industrial premises, thermal insulation of pipework and equipment, industrial painting and tank lining, Pipe line coatings, cable coating, cementitious and epoxy grouting and steelworks fabrication and installation.

Our objectives are to achieve customer satisfaction by:

- providing consistent product and service quality
- understanding our customers' current and future needs and striving to meet or exceed their expectations
- continually improving our product and service quality

We are committed to meeting all statutory and regulatory requirements such as the State Workplace Health and Safety Act, Workcover Act, and State Environmental Protection Act. Our products and services also meet the relevant Australian Standards and Codes.

To achieve our objectives we have developed and implemented a Quality Management System that meets the requirements of AS/NZS ISO 9001:2008.

Achieving consistent quality starts with concise, user-friendly procedures and the effective implementation of these procedures. Each section of our business is responsible for maintaining our product and service quality. A "*do it right the first time*" approach is the key to quality production, productivity improvement, and customer satisfaction.

Problems are to be identified and solved efficiently and cost effectively. Our processes, with input from our employees, are to be continually reviewed and improved wherever possible.

Our Quality Manual describes the capabilities of our Quality Management System to provide effective, consistent and integrated control over our operating requirements.

I ask every employee to be pro-active and become fully involved in achieving our company's objectives



Tim Lennox
Managing Director
28th Feb 2010