



## Quality and Continual Improvement Policy

IMDEX unconditionally requires that our products are “fit for purpose” and customer service excellence is provided within all our operations worldwide.

To support the achievement of customer satisfaction, all IMDEX employees will comply with our Integrated QHSE Management system and put into practice the following principles as appropriate:

- Anticipate our customers' needs and provide technology solutions for their problems
- Insist on specification compliance, with zero defects and refuse to accept inferior substitutes
- Ensure we have the right people, effective processes, products and tools for the job
- Promote a culture that if it's worth doing, it's worth doing well – Do it right the first time
- Recognise the importance of responding to internal and external customer enquiries quickly and keep them informed of progress
- Promote a 6S philosophy: Sort, Shine, Straighten, Standardise, Sustain and make all work areas Safe
- Be innovative and receptive to new ideas and learn from our successes or failures
- Achieve and maintain ISO 9001 certification for all operational facilities to sustain our quality assurance system
- Report successes, customer complaints or feedback, non-conformances and ideas for improvement into the Quality Alert system to provide the framework for continual improvement
- Establish meaningful Quality Objectives where conformity is imperative to meet fit for purpose or regulatory requirements
- Keep it simple.

The Managing Director of IMDEX Limited is accountable to the Board of Directors for ensuring this Policy is implemented throughout the organisation.

IMDEX Senior and Regional Management are responsible for the implementation of the Integrated Management System within their business areas.

**Rob Bowes**  
Regional Manager, AMC Asia Pacific

**Steve Budiselic**  
Regional Manager, REFLEX Asia Pacific

**Bernie Ridgeway**  
Managing Director, IMDEX Limited