

TTM Rail's Quality Policy Statement

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TTM Rail's Quality Policy Statement

TTM Rail delivers exceptional quality electrical and electronic products and services for the transportation industry, encompassing engineering, design, manufacturing, repair/overhauls, installation, component sales, and consulting. Since our establishment, we have relentlessly developed and evolved our expertise, quality, and customer service to ensure that we consistently meet and exceed the expectations of our customers, and our own internal quality standard. Our commitment to quality not only positions us as the preferred supplier within the transportation industry in Australia and beyond, but also drives our mission to be the go-to team, solving challenges to help our customers succeed.

All members of the TTM Rail team, from front-line employees to management, are empowered and responsible for upholding the highest standards of quality in all our endeavours. We are committed to continuous improvement and innovation, ensuring our company, our quality system and our outputs evolve to meet the dynamic and ever-growing needs of the industry. Our collaborative approach with customers allows us to tailor our solutions to their specific needs, ensuring optimal outcomes for all of our stakeholders.

Despite our commitment to excellence, we acknowledge that there may be occasions where we do not meet our quality standards. In such instances, it is crucial that we identify the root cause of the discrepancy, rectify the issue to our customer's satisfaction, and implement necessary changes to prevent recurrence. This cycle of feedback and continuous improvement is integral to our quality ethos.

TTM Rail is dedicated to achieving and maintaining high levels of quality through the implementation of our Quality Management System, compliant with the international standard ISO9001:2015. Our Quality Management System details the policies and procedures necessary to meet these standards, overseen by our Quality Manager. This role involves developing, reviewing, obtaining feedback, and regularly reporting to the Company Director on the system's effectiveness, implementation status, and areas for improvement.

Furthering our commitment to excellence, we shall actively support our team through continuous training and professional development, ensuring that everyone is equipped to contribute to our quality goals. We employ specific metrics and benchmarks to measure the effectiveness of our quality initiatives and use this data to drive our continuous improvement strategies.

Recognising the achievements of our team members who make significant contributions to enhancing quality is also a key part of our culture. We shall celebrate these successes to motivate all team members towards maintaining our high standards, which are aligned with our sustainability goals and ethical commitments.