



QUALITY ASSURANCE POLICY

PAN PROCESS is a specialist electro-technology business providing modern solutions based technical services incorporating innovative and fully integrated electrical, automation, control, instrumentation and communications products and services throughout Australia and the Asia-Pacific region.

PAN PROCESS management takes responsibility for adopting, leading and fully supporting a formal and continuing program of review, evaluation and improvement of our operations, at all levels across the business so that we provide our customers with the highest quality products and services that meet or exceed their needs, requirements and expectations.

PAN PROCESS has implemented a Quality Management System that complies with the requirements of ISO 9001:2008 Quality Systems, relevant Australian Standards, Engineering Codes and approved codes of practice.

PAN PROCESS has the following Quality objectives:

- Provide the highest quality products and services, understand and respect our customer's needs, and provide the best possible support and service.
- Ensure that the Quality Management System remains relevant to the company's goals and the needs and expectations of our customers.
- Implement a continuous improvement program for our Quality Management System, our products and our services;
- Create a culture that is focussed on creating quality outcomes and is able to celebrate the success that comes from providing quality service and products.
- Ensure all supervisory staff are aware of and accept their responsibilities to implement and integrate company policies and procedures in the workplace;
- Employees are adequately trained and provided with the correct information on time every time to allow successful completion of works and services; and
- Review our quality systems and objectives regularly, strive for improvement and ensure that our Quality Management System provides tangible benefits to our customers, our staff and the company's performance

To achieve the objectives of this policy we ask all employees to work towards achieving a zero tolerance toward errors, non-conformance and non-acceptable standards of work.

By signing this statement we confirm our commitment to this Quality Policy.

A blue ink signature of Dave Edwards, consisting of stylized, overlapping loops.

Dave Edwards
Managing Director
20 July 2012

A blue ink signature of Dave Lunn, consisting of a large, circular loop followed by a horizontal line.

Dave Lunn
Director
20 July 2012