



Policy Statement – Quality

Introduction

Trent Controls are dedicated to maintaining a high level of quality in our products and services to consistently meet the requirements of our customers.

Our ultimate goal is to achieve exceptional customer satisfaction. In order to realise this goal, we firmly believe in the importance of implementing robust managerial and operational systems that support our commitment.

We embrace the concept of collaboration between clients and suppliers, working together to pursue and continually improve service quality within our company.

Our quality policy is founded on three fundamental principles –

1 Understanding and fulfilling our customers' needs:

We make it a priority to thoroughly identify and comply with the specific requirements of our customers.

2 Process improvement and error elimination:

We continually assess our service provision processes, proactively identifying potential errors, and taking necessary actions to eliminate them.

3 Competence and accountability:

We strive for a work environment where every individual understands their role and responsibilities, performing their tasks correctly and efficiently from the outset.

Implementation

To ensure successful implementation of this policy, our staff will be responsible for identifying customer requirements and following the appropriate procedures to meet those requirements.

Objective necessary for achieving the requirements of this policy and ensuring continual improvement will be established, determined, and monitored through regular Management Reviews.

The principles and objectives of our quality policy will be effectively communicated to all staff members and made readily available. Training will be an integral part of our strategy to attain these objectives.

Commitment

Under the policy, we commit to operating our company in accordance with the disciplines and controls established by our Quality Management System, which has been collaboratively planned and developed with our management functions.

Each of us is committed to maintaining this high standard consistently, and we will maintain the necessary Quality Approval in alignment with our customers expectations.

Our company is committed to continually reviewing and improving our services, ensuring tasks are completed in a cost-effective and timely manner for the benefit of all our customers.

We will ensure that all our personnel fully understand and implement our company's policies and objectives through an ongoing training and development program.