

Starke Tooling and VPG Innovation are South Australian Advanced Manufacturing Businesses and are part of the Stärke Advanced Manufacturing Group based at Port Adelaide.

This Policy is for ISO9001-2015 certification and outlines the businesses approach to maintaining a high level of quality for our customers. The Scope of the QMS is:

**Starke Tooling and VPG Innovation are developers of concept design, tool design, redesign, and prototyping for design improvement. Design for manufacture of innovative products, complex parts, and componentry.**

The quality and reliability of the organisation's products and services are seen as paramount to the success and growth of our business.

Our Top Management is therefore committed to demonstrating leadership with respect to our quality management system, and shall take accountability for the effectiveness of the system and this policy, in ensuring applicable product and service requirements are met. A Group Quality Manager shall be appointed to monitor, improve and implement changes to the Quality Management System and to report to Top Management the effectiveness of the Quality Management System in delivering our objectives.

However, quality must continue to be the concern of every person in the organisation not just the sole responsibility of Top Management. Every person in the organisation has quality related responsibilities, and it must be accepted and understood that every aspect of what we do in the business ultimately affects the level of client satisfaction.

We are committed to establishing quality objectives at relevant functions, levels and processes needed for the quality management system. Our top level Objectives are to: Deliver on time, Deliver correct to customer specifications and to ensure customer satisfaction with our Service. All quality objectives shall be measurable and continuously reviewed and updated as part of the management review process, to ensure product conformity and enhance customer satisfaction.

Our Quality Management System shall be designed to ensure that we consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and to enhance customer satisfaction through the effective application of the system.

The quality management system that the organisation has established is based on compliance with the standard ISO9001-2015. The systems, processes and methods employed within the system are to be kept under continual review and improved whenever and wherever possible.

These principles are basic to the business, and all employees are expected to embrace and support them as a team and to actively pursue the requirements of the Quality Management System so that we can meet the expectations of our clients. The implications of non-compliance to the Quality Management System is communicated to all employees through the induction process.

Grant Tinney  
Chief Executive Officer