

QPC05 QUALITY POLICY

It is the responsibility of everyone within the company to ensure the quality of our products by following the policies and procedures detailed in the Quality Plan. Fortress Resistors is committed to supplying products & services which meet the requirements and specification stated or implied, of its customers while ensuring all products comply with required electrical standards and other legal obligations. This is achieved through the operation of a Quality Management System to a standard which satisfies AS/NZS ISO9001:2015.

The Quality Management System covers all aspects of the company's business for the following products and markets:

- **Design, manufacture, supply and after market support of neutral earthing, dynamic braking, filter, motor control, and transit resistors and load banks for the mining, petrochemical, materials handling, transport, and power generation and distribution industries.**

The company is committed to a process of continuous improvement through the use of the Quality Management System.

We do this to:

- Enhance customer satisfaction;
- Improve financial performance;
- Increase productivity; and
- Encourage innovation.

This also ensures the ongoing development of:

- Employee expertise;
- Product performance;
- Engineering capability;
- Production methods; and
- Business systems in a cost effective and efficient manner.

A key objective of continuous improvement is to ensure a profitable and sustainable company that provides stable employment opportunities.

Managers within Fortress Resistors must ensure that people under their supervision are trained in, know, and understand all aspects of their roles as well as the quality policy and procedures. The Quality Management System covers the processes of definition, development and the review of the knowledge and skills required for each aspect of the business.

This document is approved online in the Fortress Knowledge Management System by the Managing Director, Andrew Smith

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