

QUALITY POLICY STATEMENT

M2 Technology Pty Ltd is engaged in the design, development, production and servicing of a variety of telecommunications hardware and software products.

We are committed to clients with the production and support of hardware and services of the highest quality that best suit their needs and quality expectations.

Our Quality Management System incorporates the AS/NZS ISO 9001:2000 standard for Quality Management which ensures that the quality of our products and services is consistent, and in keeping with our company objectives. This includes the commitment to comply with the requirements and continually improve the effectiveness of the QMS.

To ensure a complete and responsible approach to the business and the community, our system also includes separate policies for Health and Safety, Information Technology Policy, Environmental Management, and Privacy.

Our company objectives are set, monitored and reviewed at Management Review meetings to ensure the business is based on the continual improvement of our products and services to our clients, and to ensure the business is effectively and efficiently managed and adheres to the following:

- We are committed to understanding Customer needs and providing products and services that meet those needs.
- Adherence to documented processes that are reviewed regularly and implement by management.
- Investigation of system and product deficiencies with documented procedures in relation to resolution of issues.
- Implementation of effective corrective action as part of a process of continuous improvement.
- Ongoing assessment of Customer satisfaction.
- Establishment and ongoing measurement of performance standards.
- Staff training in Company systems and work specific skills
- We undertake works in accordance with the most relevant and technically advanced standards and pursue advancement such that we are at the leading edge of technical developments.
- Our staff are personally responsible for the quality of the products and services they provide and the company supports these responsibilities with appropriate training.
- We are fully committed to adherence to this system and encourage and train all employees on the aspects that affect them in this implementation.

The co-ordination of all activities is directed by the Quality Management System Manager who is a senior management representative and a Director of the company. The System Manager is directly responsible for the maintenance, integrity, objectivity, purpose and improvement of the system.