



Purpose:

The purpose of this document is to develop and maintain an organisational system which provides quality assurance and audit through every area of an organisation while optimising the process of production. These processes benefit the organisation and lead to customer satisfaction.

Scope:

This Policy is directed to all staff members, distributors and authorised repairers who represent our brand and comply with international standards to which we are accredited.

Policy:

Torque Control Specialists Pty Ltd trading as Norbar Torque Tools is committed to achieving customer satisfaction. The quality of our products and services and their delivery is our number one priority.

To achieve customer satisfaction our staff works together with our aligned suppliers and business associates and we may also sell our products and services through our identified distributor network.

Norbar Torque Tools strives for excellence in all that we do: our products, their safety and value; our services; our human relations; our competitiveness; and our profitability.

The Norbar Torque Tools Business has specific Quality Objectives that are agreed to annually by Management (Leadership Team). These are measured using audits, feedback and business reviews integrated into an annual cycle.

All Quality Objectives are documented within the Norbar Quality Manual.

To achieve our Quality Objectives we will:

1. Set objectives and targets that measure our performance and identify opportunities for improvement.
2. Provide adequate resources to continually review and improve our business processes.
3. Encourage all people to integrate Quality Management into their daily practice and promote its application as a method for continual improvement within their area of responsibility.
4. Actively seek performance feedback from customers and address any opportunities for improvement that are identified.

We are proudly certified to ISO9001:2015. The NATA Laboratory is Accredited to ISO 17025:2008, with an audit completed December 2018 to the 17025:2017 standard.

Matt Packer

Managing Director

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