



QUALITY POLICY

TEK Engineering is committed to being a leader in customer satisfaction, delivering error free products and services to the energy and resources industries. All areas of the business shall contribute to this achievement through customer focus, commitment and participation by everyone, a process-based approach and continuous improvement.

CUSTOMER FOCUS	COMMITMENT AND PARTICIPATION BY EVERYONE	PROCESS APPROACH AND CONTINUOUS IMPROVEMENT
Quality is a measure of our performance as experienced by our customers. Our success depends on our ability to always provide customers with products that meet or exceed both their expectations and applicable requirements. To be successful in this aspect, we must perform better than our competitors. This requires that we continually listen to our customers in order to understand their needs, and promptly implement sustainable improvements in our operations based on these needs.	<p>Each employee of TEK Engineering shall always be customer-focused and committed to quality excellence. This is a personal responsibility, a mind-set which is necessary to reach customer satisfaction.</p> <p>Leaders shall always act as ambassadors for a culture that focuses on customer needs. Each employee is expected to actively contribute to the achievement of quality excellence. To continually manage this, everyone needs to be open to change, have a holistic view of TEK Engineering's operations, base actions on facts and apply long-term perspectives. Suppliers and business partners within our sphere of influence should be committed to adopting the principles set forth in this policy.</p>	Customer needs shall guide our ways of working. Quality excellence shall be achieved by describing, conforming to and continuously improving our processes. Every Individual shall understand how he/she can contribute to customer satisfaction and quality improvement. Results shall be monitored against set objectives and improved to ensure continued customer success. Processes shall be continuously evaluated and actions taken to ensure they are effective and efficient. Transfer of knowledge and best practices shall be actively pursued across TEK Engineering's business to encourage a culture where we learn from each other. A preventative and proactive approach shall always be applied and regular comparison and evaluation shall be performed based on best industry practice.

James Wamp
Director