

Date: 08 December 2020

Quality Policy

The quality policy of **Hardchrome Engineering Pty Ltd & Hardchrome Engineering Services Pty Ltd** is to provide services to its customers which meet their needs and expectations and wherever possible, exceed them.

This policy is implemented by maintaining:

- ✓ a program of continual improvements in all aspects of the business;
- ✓ a highly trained and skilled work force;
- ✓ a constant search for the latest technology in surface engineering treatments;
- ✓ a safe work place without detriment to the environment.

Quality Objectives Statement

- ✓ to maximize customer satisfaction;
- ✓ to consistently meet customer requirements;
- ✓ to minimize customer complaints;
- ✓ to minimize non-conforming product;
- ✓ to minimize internal rejects and reworks;
- ✓ to increase delivery performance;

Services we offer

- Chrome plating
- Polishing
- Electroless & electrolytic nickel plating
- Heat treatment
- Sermetel coating
- Laser cladding
- Hydraulic repairs
- Steel fabrication
- Despatch and receival services

The quality management system in operation at Hardchrome Engineering Pty Ltd & Hardchrome Engineering Services Pty Ltd shall comply with ISO 9001 standard.

The management of the company believe this quality policy is essential for the long term success of its competitive position and reputation. The management shall ensure that this policy is understood and implemented and maintained at all levels.

Andrew Dugan
Managing Director