



# TECHNICAL SPRINGWORKS

*for Specialised Springmaking & Spring Steels*

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## QUALITY POLICY

The following quality mandate sets out the organizational direction and policy to be followed.

*Technical Springworks* manufactures Hot and Cold Coiled springs for the railway, mining and general industries.

*Technical Springwork's top management* assumes full responsibility and shall provide the visionary leadership to maintain a high confidence level and ensure our customer's satisfaction by:

- Establishing and meeting internationally recognised standards of quality (ISO 9001:2008)
- **Committed to comply with the requirements and continual improve of the Quality Management System**
- Practising continual improvement in all aspects of our service delivery,
- Establishing specific quality objectives and
- By providing the appropriate resources and training to achieve the same.

**Operators and Supervisors** support this vision through

- Establishing specific improvement projects towards achieving the quality goals of their unit
- Applying prioritisation of projects on the basis of their importance to the customer and subject progress to periodic review
- Accept quality as a living responsibility and measurable characteristic of all work done throughout the company to satisfy our customer needs.
- Practice Responsible Safety, Health and Environmental behaviour.

Signed:

F. Gallo  
Managing Director