



Quality Assurance Policy

The OPS Group (OPS Screening & Crushing Pty Ltd, OPS Screening & Crushing NT Pty Ltd and Mineral Processing Solutions Pty Ltd) is committed to providing a high standard of service to our clients, by demonstrating our ability to deliver the highest possible levels of products / service with quality, timeliness and value for money.

The primary objective of OPS Group Quality Assurance Policy is to establish and maintain a quality management system that enables us to meet our project objectives and the requirements of our clients to ensure their full satisfaction.

To achieve this objective, we will:

- Develop and implement a management system that is inline to the requirements of ISO9001;
- Implement and maintain plans procedures and documents to ensure the achievement of a high level of quality;
- Communicate the expectations of OPS GROUP management to our clients effectively throughout all areas of the business;
- Produce appropriate records, procedures, reports and other documents to ensure conformance to requirements;
- Continually improve our products and services through the setting of appropriate objectives and targets and monitoring our performance;

- Provide resources to create an environment of continuous improvement in which we operate effectively, and where personnel are fully involved in achieving company and clients objectives;
- Periodically conduct audits and managements reviews to ensure that our quality management system is fully implemented and efficient;
- Identify areas of the business that are not meeting expectations and develop suitable corrective actions and strategies to help them improve their performance; and
- Ensure the service and support provided to customers is responsive, courteous and timely in order to meet or exceed their needs and expectations.

It is the responsibility of managers and supervisors to ensure that this policy is implemented and maintained at all levels within the OPS Group.

It is a responsibility of all employees to contribute to fully meeting customer satisfaction and requirements, by complying with approved company procedures, processes and instructions.

This policy applies to OPS Group controlled activities.

Craig Lorimer
Group General Manager

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