

Quality Policy

Version 1.1

Mastercom is committed to providing the highest level achievable in the quality of our all products and services in accordance with the customer's requirements and the applicable statutory, regulatory, industry requirements and the state government contracts such as ITS2573.

Our motto is "loud and clear" which defines our commitment to deliver innovative two-way radio communication solutions that make industry flow.

Mastercom aims to achieve improved productivity, efficiency and quality by having an effective and properly managed Business Management System conforming with the requirements of ISO 9001:2015 exceeding the customers' expectations.

Mastercom objectives are measurable and consistent with the quality policy, including a commitment to continual improvement, organisational excellence and quality awareness through:

- innovative process improvement,
- providing our products and services to the best possible standard, exceeding industry benchmarks,
- reporting processes that provide timely information to our customers, executive management and personnel on the quality of the product and services we provide,
- monitoring and reviewing the quality performance of our company,
- training our people and providing regular information, instruction and supervision,
- offering competitive rates,
- value for money to our clients.

Leadership and commitment by our Management Team ensure we all:

- understand and take ownership of our quality and service standards;
- provide value-adding service and achieve high levels of client satisfaction;
- understand and meet all applicable customer, statutory, regulatory and relevant industry requirements; and
- are encouraged to voice new ideas and innovations and continuously review and improve our work processes.

Mastercom only partners with key suppliers and technologies that meet the highest standards of excellence and can ensure that the products we supply are suitable for the intended application.

Mastercom has received accreditation from the Australian Radio Communications Industry Association: <https://arcia.org.au/arcia-and-our-members/member-directory/>

This policy is applicable to Mastercom in all its operations and functions including those situations where our people are required to work off-site.

Hamish Duff

Hamish Duff – Managing Director
1 July 2020