

Quality Policy Statement



Quality Policy

Tira welds together the largest group of stainless-steel fabrication companies in Australasia. Strengthened by our innovation, knowledge, and engineering expertise, we bring steel to life. Our reach and capability include locations in Hamilton, Hawera, Blenheim, Timaru, Invercargill and Melbourne.

Quality is at the heart of our business and reflects management's commitment to excellence and continuous improvement of our quality management system. We strive to ensure we are providing the expected quality standards in our products and services that our internal and external customers require, and that our own behaviours reflect our value of Excellence.

Our commitment to you:

We commit to partnering with you to bring steel to life, fabricating superior products on time, within budget, to deliver excellence in our products and service.

Our Values are the behaviour we will display to ensure a quality focus:



We are committed to continual improvement so that as an organisation we become stronger through sharing our learnings with others outside of our teams and ultimately lifting everyone's performance.

Everyone has a responsibility of quality in their own individual roles to ensure that Quality is embedded in our organisation. Our internal procedures are reviewed regularly and communicated to employees through communication relevant to the role they are undertaking.

Our systems support our aim of continual improvement and delivering customer expectations through:

- Obtaining customer feedback and sharing
- Key supplier review
- Training & development of employees
- Regular internal audits
- Measurable quality objectives
- Management reviews of business performance against the quality objectives and key performance indicators

Our quality objectives, overall are to:

- Ensure our systems are simple and realistic through process review
- Quality scope is understood for all projects in the Project Planning Meetings
- Quality control is built in through all Inspection and Test Plans
- We embrace continual improvement through good quality investigations, root cause analysis, listening to ideas & sharing learnings