



Tasweld

GREAT RANGE • GREAT PRICE • GREAT ADVICE

QUALITY STATEMENT

Tasweld started as an industrial gas and welding supplies distributor over 25 years ago and have now expanded to become Tasmania's leading supplier in safety products, personal protective equipment, work clothing and footwear, power tools, abrasives and tapes.

Tasweld supplies a wide range of Tasmanian businesses and industries from branches in Hobart, Burnie and Launceston. Tasweld employs over 20 knowledgeable and experienced staff to provide high quality service to all customers.

Quality is important to Tasweld because we value our staff and our customers. We strive to provide our customers with quality products and service and a supportive and safe work environment for our staff. Tasweld also places great emphasis on caring for the environment by insisting our staff and customers follow regulations on storage and transport of dangerous and flammable goods, recycling office consumables and waste paper products.

We are committed to continuous improvement and maintain a Quality Management System – ISO 9001/2008 certification which provides a framework for measuring and improving performance. We have allocated sufficient resources to ensure that quality remains at the heart of our business.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. ongoing training and development for our employees
2. regular audit of our internal processes
3. regular gathering and monitoring of customer feedback
4. a customer complaints procedure
5. selection and performance monitoring of suppliers against set criteria
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Tasweld work policies and procedures are guided by relevant legislative frameworks including:

- Fairwork Act 2009
- Privacy Act 1988
- Credit Reporting Privacy Code 2014
- Work Health and Safety Act 2012
- Consumer Affairs Act 1988

This policy is on display on all our branches and is available to download on our company website. Though the General Manager has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

