

QUALITY POLICY STATEMENT

TSO's mission is to provide clients with a comprehensive range of information and publishing solutions to help them plan, manage and disseminate their information in an increasingly digital world.

The key to success in fulfilling this mission is a total commitment to complying with its business requirements and continual quality improvement across the organisation.

TSO constantly seeks to exceed its clients' and customers' expectations, using procedures and processes that are well communicated, understood, reliable, efficient and economical. TSO's staff members are encouraged to develop their knowledge and skills to deliver the best possible service at all times. TSO's goal is to excel in everything it does by embracing the need for continual improvement and innovation.

TSO reviews and updates its quality management system and objectives for continuing suitability and in accordance with ISO 9001 certification requirements.



Richard Dell
Chief Executive Officer

In order to meet its Corporate Goals, TSO's quality based objectives are to:

- Use the Quality Management System as a tool to measure, monitor and implement best practice outcomes across the organisation; and
- Drive continual improvement through the operation and analysis of Key Performance Indicators across supply chain processes including:
 - Right First Time
 - Cost of Non-conformance
 - Customer Service Index
 - Supplier Performance
 - Cost of Sales
 - Utilisation

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