

### Quality Policy Statement

Barrett Communications manufactures High Frequency Single Sideband and Low Band Very High Frequency communications equipment and provides communications solutions to a wide range of private and government organisations throughout the world.

We seek to ensure that our products and services always meet the requirements of our customers. Our goal is to consistently achieve "Customer Satisfaction" through the provision of high-quality equipment and service.


A vital part of our company's strategy centres around new product development, with an emphasis on providing quality high specification equipment that is rugged, reliable, and competitively priced.

Our quality policy is based on four key principles:

1. Conformance with our clients' requirements, ensuring that we fully identify and meet the needs of our clients.
2. Continual improvement of our business processes, identifying risks and opportunities that can affect conformity of product and taking the necessary action to eliminate them.
3. Ensuring that everyone in the organisation understands how to do their job and does it right first time.
4. All personnel are responsible for ensuring that if mistakes are made, they are rectified quickly, and are not repeated.

To ensure that the policy is successfully implemented:

1. All staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to satisfy.
2. Objectives, needed to ensure that the requirements of this policy are met, and continual improvement is maintained, in line with the spirit of this policy, have been set. These will be regularly monitored, measured, evaluated, and formally reported on at Management Review meetings.
3. Our quality policy principles and objectives will be always communicated and made available to staff.
4. Training will be an integral part of the strategy to achieve our objectives.
5. Barrett Communications will operate under the disciplines and control of a Quality Management System that conforms to AS/NZS ISO 9001, and which is planned and developed jointly with our other management functions.
6. We will constantly review and improve our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients.
7. We will ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to implement them.
8. We ensure that there is system in place to control externally provided processes, products, and services.



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