



Quality Policy

As a leading data archiving organisation, TIMG is committed to continuous improvement and providing services that satisfy customers' needs and expectations. TIMG has an established reputation for high quality service and customer satisfaction.

To demonstrate this commitment TIMG shall:

- ▶ Establish and review objectives and targets to ensure continual performance improvement
- ▶ Enhance customer satisfaction through the effective application of our Quality Management System and by aligning the requirements of all interested parties
- ▶ Meet the agreed requirements of our customers, vendors, staff, legal, statutory, and all other interested parties throughout the business operation
- ▶ Maintain all TIMG Management System frameworks, objectives and targets which are applicable to all TIMG business operations across Australia and review the requirements of all interested parties effectively
- ▶ Ensure all TIMG personnel and interested parties [internal and external to the organisation] are aware of and comprehend this policy, and understand their roles and responsibilities in achieving business objectives and goals.

A handwritten signature in black ink, appearing to read 'Chris Cotterrell'.

Chris Cotterrell

General Manager
10th of August, 2017

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