



tulip technique cc

Quality policy

Tulip Technique cc provides quality management, co-ordination, manufacture and installation services throughout the South Africa and increasingly the rest of Africa. The Company has developed its expertise since its establishment and its aim is to achieve a high standard of construction and service to its customers.

It is the policy of Tulip Technique to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

The Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers.
- Achieve our commitments for quality, cost and schedule.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

Tulip Technique cc strives to be the best provider of furnaces in the industry. Through the use of these guiding principles, everyone in Tulip Technique is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

The objectives of this company are set out in the Business Plan. Objectives for individual jobs are to carry out the work to the satisfaction of the client and in accordance with the contract as agreed with the client.