

QUALITY POLICY

Policy Statement

Austal will maintain a Quality Management System that:

- Supports-achieving excellence in Quality performance as an integral part of everything we do.
- Meets the certification requirements of the ISO 9001 Quality Management Standard.
- Defines Quality Standards for the business that are compliant with any applicable regulatory standards.
- Understands our customers' needs and expectations; ensuring the provision of products or services, within pricing options, meet those needs.
- Ensures customer service satisfaction, both internal and external, is a primary focus.
- Establishes relevant and measurable objectives and targets across the business to enable continuous improvement of our overall Quality performance. We will demonstrate active and committed leadership in striving to achieve our Quality objectives.
- Delivers products or services that are provided in full, on time and meet the agreed standard of Quality.
- Reviews and improves our business processes, products, and services, as necessary.

Purpose, Scope and Objective


Austal is committed to a Quality culture based on a team approach to providing products or services that meet requirements.

Our beliefs that underpin our commitments are:

- Quality best practice and the management of business risks is fundamental to the success of the company.
- Customer satisfaction is a key business driver.
- Quality is everyone's responsibility.
- The behavior of Austal's leaders directly influences Quality.
- Sub-standard work is not to be released to customers either internally or externally.
- Austal Quality reputation is based on delivering work to the required standard – right first time, every time.
- Performance excellence through continual improvement.

This policy applies to:

- All workers employed by Austal companies.



Oliver Morton

Executive Vice President Sales & Operations

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