



QUALITY POLICY STATEMENT

SEW-Eurodrive designs, manufactures, supplies and services a wide range of industrial drive technology and control equipment throughout the world. Our Company's products have a well-deserved reputation for quality and reliability, backed by a comprehensive parts supply and service capability.

SEW-Eurodrive's Australian operations strategic policy is to actively involve employees, at all levels within the realms of responsibility, in achieving quality and excellence in the company's commitment to meeting its customer needs and expectations.

Our quality objectives include striving for continual improvement in our systems, processes, products and services through on-going staff training and development; seeking and responding to customer feedback; and through providing a world's best practice safe working environment, complemented with 24 hour service and support.

SEW-Eurodrive is committed to maintaining and improving its quality management system so that it conforms to ISO9001, manages risk and exploits opportunities. Hence our company will preserve its well-earned reputation for providing high levels of service to its customers, coupled with optimum quality products and drive solutions which are available at competitive prices and market leading minimal lead times.

SEW-Eurodrive guarantees continued customer satisfaction by operating to the philosophy of **"Quality Is Built in from the Start - It Cannot Be Inspected in Later"**. Our company believes in not only delivering a quality product and service to its customers but in offering customers value added support with backup they can depend on.

Robert Merola
MANAGING DIRECTOR
SEW-EURODRIVE, AUSTRALIA

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