

Epson Australia Pty Limited

## Quality Policy Statement

Epson Australia Pty Limited imports and distributes Printers, Scanners, Projectors, Point of Sale Equipment, associated accessories and peripherals, and provides a customer support service of technical advice and servicing. Sometimes product is modified to suit specific customer requirements.

Epson Australia Pty Limited aims to provide quality products and services to satisfy customers' functional needs. Epson Australia's scope under ISO 9001 includes the sale, warehousing and distribution and repair and support of computer printers and peripherals and supply of spare parts. It excludes Design and Development.

We achieve this through committed Dealers to whom we will supply enthusiastic and professional support.

Each member of our Company is a Member of a Team, striving to achieve these aims, respected as an individual, working in a safe manner to meet realistic delivery requirements to both internal and external customers.

Quality Management Principles will be in accordance with the International Quality Assurance Standards, as they exist from time to time. The Epson Australia Quality Procedures clearly states our commitment to these Standards and how they are achieved.

Our Quality Procedures and Practices will be continually reviewed to identify practical improvement.

By supporting the Quality Management System of Epson Australia Pty Limited, we will continue to strive to exceed customer's expectations and employee satisfaction, demonstrating our stability in a competitive market.



Craig Heckenberg  
Managing Director