

QUALITY POLICY STATEMENT

Thomas Marsh & Co Pty Ltd is a wholly Australian owned company, whose aim is to ensure total customer satisfaction through the development, manufacture, sales and service of compression springs, extension springs, torsion springs, wire forms, stampings, multi-slide parts, cut & straightened wire as well as a wide range of custom-made one-off components and products including speciality coatings.

Mastercut, also part of our company, specializes in the provision of precision fabrication of thin metal parts for the electronic, mining, and commercial industries, utilizing processes such as photochemical machining, ultra-precision laser cutting, and metal forming.

To meet the expectations and requirements of the interested parties and to comply by the regulations and the required standards for us as a manufacturing business, we commit to the following principles:

Quality and Reliability: The quality and reliability of the company's products are the concern of every person within the organisation, and not just the sole responsibility of quality assurance. In-built quality starts with the design and development of the product and continues through all subsequent phases.

Skill and Accuracy: It also includes the quality that comes from the skill and accuracy of the person manufacturing the product. Every section has quality related responsibilities; quality cannot be inspected into the product. Each section therefore is responsible for manufacturing the correct quantities within the required time, in accordance with the planned estimate, and at the required quality level.

First-Time Right Approach: Consequently a "make it right first time" approach is the key to quality production, productivity, and customer satisfaction. To help achieve this objective, quality problems arising in various areas are to be identified and solved with speed, technical efficiency, and economy.

Continuous Improvement: The methods employed are to be kept continually under review and techniques improved whenever and wherever necessary.

Staff Training: We are committed to training our staff on how to check and ensure quality at every stage of the manufacturing process. This includes regular training sessions and updates on the latest quality assurance techniques and standards.

These broad principles are basic to this company for the assurance of its product quality.

The Marsh Alliance quality system is designed to satisfy the requirements of the AS/NZS ISO 9001: 2015 Standard.

Adam Forrester
CEO
March 2025

MARSH SPRINGS
PRESSED PARTS
SPECIALITY COATINGS
WIRE FORMS
MASTERCUT TECHNOLOGIES