



## Quality Policy

Australian Ceramics Engineering Pty Ltd is dedicated to providing quality and cost-effective wear solutions that fulfill the requirements of our customers every time.

ACE's above statement is derived from our ambition to be the most trusted and relied upon supplier of Wear Products to the Australian and overseas market.

ACE believes that being a dynamic company has given us the ability to adapt to ever changing industry demands. This allows us to grow into an industry leader whilst never forgetting the personal touch ACE prides itself on.

Our quality goals are to:

- Maintain a Quality Management System in compliance with International Quality Management System Standard ISO 9001:2015.
- Annually review and set measurable, achievable and relevant goals for our Quality Management System, which are clearly communicated throughout our organization and periodically monitored for effectiveness.
- Exceed our customers' expectations on delivery and quality standards.
- Commit to innovation and material advancements to continue to provide the highest performing product to our customers.
- Drive towards zero quality incidents through internal training, coaching and supervision.
- Seek the continued improvement of our systems of work through ongoing auditing, process reviews and consultation with our workers and Customers.
- Actively reduce waste and improve efficiency in our work processes.
- Thoroughly investigate all non-conformances to legislative, organisational or customer requirements and proactively develop meaningful and effective preventive action plans to eliminate repeat issues.
- Work with our Supply Chain Partners to ensure the quality and integrity of their products exceeds ACE's expectations and those of our customers.

Signed:

Paul Devine  
Managing Director  
10/03/2025

Next Review Date: 07/03/2026	Version Number: 08	Version Date: 07/03/2025
Document Number: ACE-IMS-POL-003	Document uncontrolled when printed	Page 1 of 1