QUALITY POLICY

IPI Australia is committed to "World Class" procurement, design, fabrication, manufacture, supply, installation and servicing of primary industry solutions.

IPI Australia complies with the requirements of AS/NZS ISO 9001:2016 and we are certified by Global – Mark.

We aim to develop and maintain leadership in all our markets, to enhance the success story of our customers by continuously improving the quality, reliability, fit for purpose and technical specification of the equipment and services that we offer, whilst remaining competitive.

Risks and opportunities that affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed. Customer satisfaction is the measure of our achievement in obtaining the objectives we set ourselves as a business. We actively pursue and measure customer satisfaction and manage the feedback with formal corrective, preventative and improvement activity.

IPI Australia's Quality Management System is audited and reviewed on a scheduled basis ensuring our quality management system conforms to the requirements of the above standard and processes are delivered to their intended outputs. IPI Australia's Mission and Values are incorporated into the fabric of what we do.

Quality is the responsibility of every person at IPI Australia's, and our systems reflect self- management of quality activities, while governance and conformity checking ensures customer and regulatory compliance criteria are met. Employee's involved in the development and implementation of quality practices are expected and encouraged to strive for excellence in both product quality and customer service.

All levels of management, supervision and other personnel are committed to the IPI Australia Quality Policy