

Quality Policy

Britex Metal Products PTY LTD is a proudly Australian owned and family operated business since 1938. BRITEX manufactures, stores, distributes and installs a wide range of fabricated stainless-steel products. BRITEX recognises the value of customer satisfaction in this competitive world and that the major contribution in achieving high customer satisfaction is the supply of quality product and service that either meets or exceeds the customer's requirements in all aspects.

It is our objective to continually achieve the highest levels of customer satisfaction through strong and responsive management and a united commitment from all staff on our team. The ongoing achievement of this objective will not only maintain our highly respected reputation for quality products and services, but also provide a safe, happy and rewarding place to work.

To maintain these key objectives and ongoing customer confidence BRITEX management established the following strategic objectives:

- Maintain ongoing compliance of our quality system AS/NZS ISO 9001:2015
- Maintain ongoing compliance of our Watermark and WELS licenses.
- Maintain Continuous Improvement in all business facets.
- Continuously strive to deliver products on time, with zero defects.
- Provide great communication internal and externally to all staff, suppliers and customers.
- Periodical evaluation of suppliers, employees and customers performance and satisfaction.
- Continuously strive to achieve total customer satisfaction.

This Quality Policy is also communicated to our clients via our website and staff inductions.

The entire management team and staff of BRITEX are fully committed in meeting our customers as well as statutory and regulatory requirements for the continuous improvement of the BRITEX Quality Management System.



Managing Director:

Cam Ristrom

Rev.	Date	Nature of Changes	Approved By
1	31 March 2014	Original issue.	Jordon Risstrom
2	29 Sept 2016	Updated format of procedure	Jordon Risstrom
3	9 May 2019	Updated format of procedure	Jordon Risstrom
4	2 June 2022	Formatting and updated the procedure	Michael Grbac