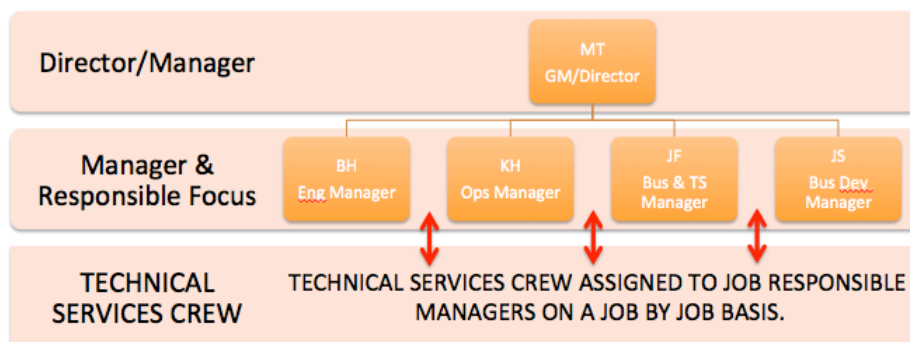


Organization

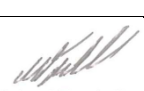
Responsibility, Authority, Resources and Management Representative

- The Managing Director formulates the quality policy, initiates the quality system, provides the necessary resources to maintain the quality system, and hosts annual management reviews of the quality system.
- Business Management establishes initial client requirements, the offer, commercial terms and communicates all requirements and expectations clearly to operations. and accurately within the company. During delivery Business Management provides customer liaison and service, and handles customer feedback including complaints.
- Engineering reviews client designs and assists with component selection required for the assembled solution. If required Engineering initiates design and development reviews and assures that design and development output meets the client requirements.
- Operations determines production personnel, material, component and equipment requirements, controls and monitors assembly processes, defines workmanship standards, maintains production equipment, administers storage areas, performs purchasing, prepares quality plans, monitors quality and coordinates field services to complete installation works at clients premises.
- Control Direction Pty. Ltd. designates the Operations Manager as the Management Representative for quality. She or he, irrespective of other responsibilities, has the authority and responsibility for:
 - Ensuring that the processes of the quality system are established, implemented and maintained
 - Reporting to the Managing Director on the performance of the quality system, including any needs for improvement
 - Ensuring promotion of awareness of customer requirements
 - Acting as liaison with external parties on matters relating to the quality system



Review

- This document is reviewed annually by the Managing Director, Operations Manager and Engineering Manager.

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Next Review Date: 16/06/2015	Approved by: M Turnbull 	Page 1 of 1