TIGER TEK

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Quality Management Plan (QMP)

Company Name : **Tiger Tek Pty Ltd**
Document Title : **Quality Management Plan**
Document Number : **QMP-001**
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1. Purpose

The purpose of this Quality Management Plan is to define the processes, responsibilities, and controls implemented by Tiger Tek to ensure that products and services consistently meet customer requirements, regulatory obligations, and internal quality standards.

This plan establishes a framework for maintaining a culture of quality, preventing defects, managing risks, addressing non-conformances, and achieving continual improvement.

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2. Quality Policy Commitment

We are committed to delivering high-quality products and services that meet or exceed customer expectations through effective planning, controlled processes, competent personnel, and continual improvement.

Senior Management is responsible for ensuring that the Quality Management System is supported with appropriate resources, communicated throughout the organisation, and regularly reviewed for effectiveness.

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3. Quality Objectives

The organisation's quality objectives include:

- **Achieving high levels of customer satisfaction.**
- **Delivering products and services that meet agreed specifications and requirements.**
- **Reducing defects, rework, complaints, and non-conformances.**
- **Improving operational efficiency through continual improvement initiatives.**
- **Ensuring employees are trained and competent to perform their roles.**
- **Maintaining compliance with applicable laws, regulations, and industry standards.**

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4. Scope of Quality Management System

The Quality Management System applies to:

- **Customer requirements and contract review.**
- **Procurement and supplier management.**
- **Production/service delivery processes.**
- **Inspection, testing, and verification activities.**
- **Documentation and record control.**
- **Non-conformance management.**
- **Corrective and preventive actions.**
- **Continuous improvement activities.**

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5. Roles and Responsibilities

Senior Management

- **Provide leadership and commitment to quality.**
- **Approve quality objectives and policies.**
- **Provide resources required to maintain effective quality processes.**
- **Review QMS performance and improvement opportunities.**

Quality Manager / Representative

- **Maintain the Quality Management System.**
- **Monitor compliance with quality procedures.**
- **Manage non-conformance reporting and corrective actions.**
- **Conduct internal audits and quality reviews.**

Employees

- **Follow approved procedures and work instructions.**
- **Report quality issues, defects, and improvement opportunities.**
- **Maintain accurate records of completed work.**
- **Participate in training and improvement activities.**

Suppliers and Contractors

- **Provide materials and services that meet specified requirements.**
- **Comply with agreed quality requirements.**
- **Support corrective actions when required.**

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6. Document and Record Control

Tiger Tek maintains controlled documentation to ensure information is accurate, current, and accessible.

Controlled documents include:

- **Policies and procedures.**
- **Work instructions.**
- **Inspection records.**
- **Training records.**
- **Supplier documentation.**
- **Non-conformance reports.**
- **Corrective action records.**

Obsolete documents are removed from use or clearly identified to prevent unintended application.

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7. Risk Management

Risks affecting product or service quality are identified, assessed, and managed through appropriate controls.

Risk management activities include:

- **Identifying potential quality risks.**
- **Assessing likelihood and impact.**
- **Implementing preventative controls.**
- **Reviewing effectiveness of risk controls.**
- **Updating risk assessments when processes change.**

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8. Supplier Quality Management

Suppliers and contractors are selected and monitored based on their ability to meet quality requirements.

Supplier controls include:

- **Supplier approval processes.**
- **Review of supplier performance.**
- **Verification of supplied products/services.**
- **Management of supplier-related issues.**
- **Corrective action requests where required.**

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9. Inspection and Quality Control

Quality inspections and verification activities are performed to ensure requirements are achieved.

Controls may include:

- **Incoming material inspections.**
- **Process inspections.**
- **Final inspections.**
- **Testing and measurement activities.**
- **Verification against customer specifications.**

Records of inspections and approvals are maintained as evidence of conformity.

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10. Non-Conformance Management

All identified non-conformances, defects, customer complaints, and recurring issues are recorded and managed.

The process includes:

- **Identification and documentation of the issue.**
- **Investigation of root cause.**
- **Implementation of corrective actions.**
- **Verification of corrective action effectiveness.**
- **Updating procedures or training where required.**
- **Monitoring for recurrence.**

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11. Corrective Action and Continual Improvement

Corrective actions are implemented to eliminate the causes of problems and prevent recurrence.

Improvement activities may include:

- **Process reviews.**
- **Employee feedback.**
- **Customer feedback analysis.**
- **Internal audits.**
- **Performance monitoring.**
- **Lessons learned reviews.**

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12. Training and Competency

Employees are provided with appropriate training to ensure they are competent to perform assigned responsibilities.
Training records are maintained and reviewed to confirm effectiveness.

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13. Internal Audits

Internal audits are conducted periodically to verify that the Quality Management System:

- **Meets company requirements.**
- **Meets customer and regulatory requirements.**
- **Is effectively implemented.**
- **Supports continual improvement.**

Audit findings are recorded and corrective actions are tracked to completion.

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14. Management Review

Senior Management conducts regular reviews of quality performance, including:

- **Customer satisfaction results.**
- **Quality objectives.**
- **Audit outcomes.**
- **Non-conformance trends.**
- **Corrective actions.**
- **Improvement opportunities.**
- **Resource requirements.**

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15. Approval

This Quality Management Plan has been reviewed and approved by Senior Management and will be maintained as part of the company's commitment to quality excellence.