



Quality Policy – Australia

Tetra Pak Marketing Pty Ltd is a leading food processing and packaging solutions company based in Australia as a part of the Tetra Laval Group. Working closely with our customers and suppliers, we provide safe, innovative and environmentally sound products that each day meet the needs of millions of people around the world. We believe in responsible industry leadership and a sustainable approach to business. Our motto, "PROTECTS WHAT'S GOOD™," reflects our vision to make food safe and available, everywhere.

Processing; Our Quality Ambition

Our Processing team provides complete solutions and equipment for dairy, cheese, ice-cream, beverages and prepared food. Our quality leadership model consists of 3 quality cornerstones;



Food Protection - we need to ensure our packages protect the products they contain, maintain their quality, and keep them safe for consumption.

Reliability - we must strive for flawless installation to performance within our projects, and follow up with a seamless production process with no unplanned stops, delivering consistent packages and perfect output every time.

Dependability - if problems do occur, we must be there and solve them effectively and permanently, in a transparent dialogue with the customer.

Underpinning these ambitions is a commitment to comply with all relevant laws and regulations, including industry and internal requirements.

Our Key Quality Behaviours

As a team, each Tetra Pak employee is committed to achieving high quality standards for customers and their consumers through driving and demonstrating 5 key quality behaviours;



Customer First - this means trying to see things from the customers' point of view, regardless of whether we are working in customer-facing roles or central function. It helps to use customer centric performance measurements, to pay attention to customer feedback, to listen carefully and avoid making assumptions.



Competitive Benchmarking - we benchmark both with our competitors (in processing and packaging solutions) and with 'best in class' companies from other industries in order to improve our processes and methods.



Right First Time - by applying best-practice methodologies and resolving issues at an early stage, we strive to deliver expected quality first time and every time.



Continuous Improvement - we are never satisfied. We always try to do better. We seek continual improvements in our work and demonstrate progress.



Collaboration and Team Work - we work together across borders, internally and externally, with shared objectives and priorities.

Directors, Management and Staff are collaboratively responsible for quality control, from initial customer enquiry through to installation and commissioning of our processing equipment. To support this, Tetra Pak is committed to providing the guidance and resources to ensure that all stakeholders are able to perform with our quality objectives in the forefront.

Through leadership, ownership and support we will continue to build on our culture of producing quality outputs in a consistent manner.

Aaron Nutsford
Process Director Australia

Document Type	Policy	Document Name	Quality Policy - AU	Document No	AUQMS100
Approved By	Quality Committee	Last Review Date	15 November 2016	Revision	1.0

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