

Quality Policy

Rapier Electronics Pty Ltd is committed to supplying a fault free product on time to the customers' requirements and be competitively priced to provide superior value.

This commitment is supported by Rapier Electronics operating to the highest standards through compliance to ISO9001.

Through the implementation of procedures, regular auditing of the quality system, customer feedback, regular staff training, supplier partnership, and risk management, Rapier Electronics Pty Ltd provides a framework for ongoing review of quality objectives with particular emphasis on defect prevention, customer satisfaction, reduction of waste, and continual improvement.

Rapier Electronics Pty Ltd provides the leadership and commitment to ensure that all members of our staff are fully conversant with the Company Quality Policy, Objectives, Customer requirements and our Quality Management System.

The Quality Management Representative monitors our quality system and assists in organizing the training of employees to perform their tasks accurately and efficiently, with the objectivity of producing a high standard of quality and service first time.

All employees are responsible for carrying out their duties as defined in the Quality Manual and its supporting documents. Senior Management responsibilities ensure that changes are communicated, and all employees have awareness and understanding of changes.

Customer satisfaction is our highest priority. Through the framework of our quality management system, we shall monitor all of our interested parties relevant to our quality management system and review their needs and expectations regularly to improve company's performance.

Rapier Electronics Pty Ltd continues to seek opportunities to enhance a win/win environment with our interested parties.

Rapier Electronics Pty Ltd is an environment-conscious company. We have an understanding of the relevance of climate change and make every effort to minimize the impact on the environment and our customers.