



Fire detection and evacuation solutions that save lives.

QMS-022-POL Quality Objectives

Our target objectives are to:

- Conduct annual customer surveys and target the top ten customers by revenue for Ampac NZ and all Australian CSO's to achieve a minimum of "4" out of "5" customer satisfaction points as measured by survey responses.
- Provide relevant and meaningful product training on-demand for customers, performance to be measured by training feedback reports received from participants.
- Continue the use of the TestTrack system to log and action 'Suggestions for Improvements' relevant to Ampac products using the appropriate project sectors within TestTrack.
- Increase Customer confidence in our products through timely recording, management and closure of "Direct Customer Complaints" within the TestTrack CAR system.
- A continuous reduction trend on Warranty Returns across Manufactured and Purchased Products, measured and reviewed on a monthly basis against published kpi's.
- All departments to adopt risk-based approach and recording for key aspects of their day-to-day activities, reviewed on a six-monthly basis.

A handwritten signature in blue ink, appearing to read "Tony Messercola".

Tony Messercola

Managing Director

22 April 2026

