



## QUALITY POLICY

Marubeni-Itochu Tubulars Oceania Pty Ltd (MITO) is an Australian registered company established to supply steel tubular goods and services in Australia, New Zealand and Papua New Guinea.

MITO is committed to understanding and fulfilling the needs of its customers by supplying products and services which consistently exceed customer expectations with economical on-time delivery, reflecting our commitment to excellence.

**In order to achieve these goals, MITO will:**

- Maintain a Quality Management System that conforms to ISO 9001:2015.
- Comply with applicable statutory obligations, standards and codes of practice relevant to quality management.
- Engage suitably qualified, skilled and experienced employees.
- Promote, develop and improve skills of employees at all levels within the organisation in order to maintain an internationally competitive team.
- Promote the need for continuous improvement in every area of the business.
- Establish clear targets and objectives to improve the quality of its products and services.
- Actively respond and investigate all non-conformances ensuring suitable corrective and preventive actions are taken.
- Monitor and evaluate the quality performance of employees, consultants, subcontractors and suppliers.
- Ensure that its suppliers understand and uphold MITO's commitment to supplying quality products and services.

The Health & Safety policy and Environmental policy statements are to be read in conjunction with this policy and are part of the planned approach MITO has towards our commitment to QHSE. Quality is the responsibility of all and MITO empowers all employees to allow them to contribute to the improvement of the business.



**Hakim Messoussa**  
MANAGING DIRECTOR



Quality  
ISO 9001

