

Epson Australia Pty Ltd

Quality Policy Statement

At Epson Australia Pty Ltd, we are committed to delivering high-quality products and services that meet the functional needs of our customers across consumer, professional, commercial and industrial markets. Our dedication to quality extends to every aspect of our business operations, ensuring customer satisfaction, operational efficiency and continuous improvement.

Under ISO 9001, Epson Australia's scope includes the sale, warehousing, distribution, repair and support of our finished products and peripherals, as well as the supply of spare parts. While design, development and manufacturing are excluded from our scope, we remain focused on delivering reliable products backed by exceptional service. We uphold the following quality principles:

- **Customer Focus** - We prioritise understanding and meeting our customers' needs, striving to exceed their expectations.
- **Commitment to Excellence** - We support our customers and business partners with professional and responsive service, ensuring they receive the highest level of support.
- **Teamwork and Safety** - Every team member is valued and respected, working collaboratively in a safe environment to achieve our quality objectives.
- **Compliance and Continuous Improvement** - We adhere to international quality standards and regularly review our processes to drive efficiency, innovation and service enhancements.

By maintaining and continually improving our quality management system, Epson Australia Pty Ltd demonstrates its commitment to excellence, customer satisfaction and long-term success.



Craig Heckenberg
Managing Director