

## QUALITY MANAGEMENT POLICY

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Pro-Test is an Australian Oilfield Service Company specialising in downhole oilfield tools, well testing and data acquisition services. We commit to providing on-time professional service as specialists in our industry. We will work with customers to develop innovative products and flawlessly executed services to meet customer specific requirements. Pro-Test Quality is achieved only if we meet or exceed the expectations of our customers. We will support the organisational goals and establish quality objectives through the application of our Quality System. Pro-Test Management has a continuing commitment to;

## QUALITY MANAGEMENT SYSTEM

Pro-Test has implemented a Quality Management System that is compliant to the requirements of ISO 9001:2015 and is committed to the requirements of the international standard and shall continually seek to improve the effectiveness of the Quality Management System and maintain currency of certification.

## COMPETENCY

All personnel will be suitably trained and able to perform their assigned tasks. All personnel understand the requirements of this Quality Policy and abide with the contents of the STD 00004 – Integrated Management System Standard.

## PROCESS FOCUS

Any Pro-Test business functions, which have a direct influence on the Pro-Test Quality Services, will be identified, planned and executed in a controlled manner. Continued focus and improvement will be achieved through monthly reviews of process records and the relevant procedures and improvements implemented when appropriate.

## PERFORMANCE MEASUREMENT

The failure reporting system shall be maintained to record all non-conformances within corresponding databases. This ensures the effective management of non-conformances, corrective action and preventative actions. Statistical data will be evaluated monthly to provide a performance measurement. Customer satisfaction is measured to ensure that client needs, and expectations are determined and fulfilled with the aim of achieving client satisfaction.

## CONTINUOUS IMPROVEMENT

Root Cause Analysis, Internal Audits, Customer Initiatives, Quality Meetings, and Management Reviews form the basis of our Continuous Improvement Initiative. Through set Quality Objectives, our aim is to maximize efficiency through improved quality measures encouraging and rewarding feedback for improvement from all levels.

## REVIEWING THIS POLICY

This Policy statement will be reviewed annually by Pro-Test from the date of the last review carried out.



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Timothy Dabrowski  
Executive Director

Date: 9<sup>th</sup> September 2020