

# **BEST PRACTICES POLICY**

## **CUSTOMER FOCUS**

Delivering customer requirements measured by customer satisfaction.







## **STRATEGIC**

Excellence begins with strategic planning based on KPI's and performance measurement.

#### **RISK STRATEGY**

Create and protect value by improving oversight and risk mitigation.







#### **GOVERNANCE**

Managed response to regulatory requirements.

#### **PROCESS APPROACH**

PDCA (Plan, Do Check, Act) cycle of continual improvement drives resilience and repeatability.







#### **STANDARD**

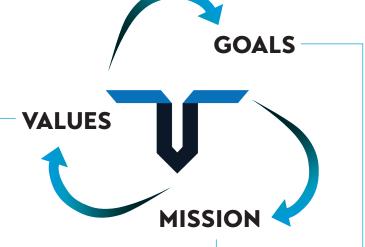
Guiding principles in achieving best practices and implementation of industry 4.0 objectives.

# **ABOUT US**

"Inaugurated in September 2017, Titomic has built solid foundations to realise its strategic vision to implement the commercialisation of Titomic Kinetic Fusion® as a viable 'green tech' advanced manufacturing solution for the global metal industries. Titomic is committed to engaging best practices through the development and strength of its employees, with the intent and conviction to provide the very best services to our customers and their needs. The continuous improvement of Titomic's best practices ensure Titomic, on its journey, remains at the forefront of cutting-edge advanced manufacturing, sustainable 'green tech' initiatives and industry 4.0 solution-focused outcomes. Titomic represents a symbiosis of intent to inspire and action the very best of human qualities to create a better world."

JEFF LANG, MANAGING DIRECTOR

- Treat everyone with respect
  - Say "thank you" often
  - Deliver on our promise
    - Sense of urgency
    - Strive to improve
    - Work hard, have fun
  - Celebrate achievement



- Traceability of actions, activities and products
- Analysis of outcomes
- Verification of product delivered meeting customer requirements
- Develop a robust and dynamic knowledge library to continually improve the TKF manufacturing process
- Maintain a Quality Management System as per ISO 9001:2015



Develop an integrated business management system where business practices based on the continual improvement PDCA cycle drive knowing the right questions to ask our customer to deliver customer satisfaction with quality products in full and on time.