

The purpose of Tempo Australia Ltd (“Tempo”) is to deliver to exception services to its clients, which protect and enhance their investments, without ever compromising on our values.

We are committed to providing the highest quality product (s)/service (s) in accordance with ISO 9001:2015 Quality principles.

Tempo’s objective is to consistently provide client value and satisfaction in product and service through leadership, continual improvement, employee development and recognition. Our Quality Management Standard provides a framework for measuring and improving the overall business performance, supporting Tempo’s strategy and business plan, facilitating continual improvement and ensuring the fulfilment of our customers’ requirements and other applicable requirements.

Management will:

- Build long term relationships with our client and suppliers by performing our obligations on time and on budget and adding value to such relationships;
- Monitor the client satisfaction and setting objectives for continuous improvement;
- Monitor and measure the effectiveness of our organizational processes and objectives, using data collected to make informed and effective decisions on how to improve, through management reviews and internal/external audit processes;
- Regularly solicit suggestions for improvements so employees can do their job as effectively and safely as possible, instilling a culture of continuous improvement;
- Ensure the compliance with contractual and legal requirements by monitoring and analysis of our overall performance;
- Provide the necessary resources to meet the requirements of this Policy, and ensure responsibilities and authorities are determined and communicated throughout the organization;
- Maintain a Quality Management System (“the System”) that meets the ISO 9001:2015 standard to assure our customers we are meeting their needs;
- Ensure that there is appropriate awareness of this policy and the current Quality Management System;
- Provide leadership and encourage people through our process and relationship management.

Authorised by:



Dr Paul Dalgleish

Chief Executive Officer

11 February 2020