

# Quality Policy

The primary operations of Wilson Transformer Company include sales, design, procurement, manufacture, factory acceptance testing, delivery, site assembly, and life management services of power transformers, distribution transformers, compact MV substations, special transformers and special applications.

Our Company shall ensure that the delivered products and services consistently meet our customer's and Company's quality requirements.

We are committed to improving our quality performance by:

- (a) Having well trained, enthusiastic employees committed to achieving excellent outcomes;
- (b) Having a standardised robust approach to product design;
- (c) Applying a process based approach to achieve product consistency through design reviews and using approved suppliers, materials, equipment, process controls and standard work;
- (d) Effectively identifying non-conformances as a method for improvement and implementing corrective actions to prevent reoccurrence;
- (e) Identifying improvement opportunities by analysing quality records, process records, test results, delivery performance and feedback to meet customer requirements and enhance customer satisfaction;
- (f) Developing long term supply chain relationships with key customers and suppliers;
- (g) Continually improving and reviewing the effectiveness of our Integrated Management System whilst maintaining a quality accreditation to the full requirements of ISO 9001, and
- (h) Maintaining a management planning and review process to establish and review quality objectives.



**Ed Wilson**  
Managing Director



**Robert Wilson**  
Executive Chairman



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