



QUALITY POLICY

2020

Document Specifications

This document contains information regarding Johnson
Tiles Australia and our Quality Policy.



Your Vision Your Design Our Innovation

Johnson Tiles is a leading tile manufacturer and supplier of ceramic and porcelain tiles, with a long proud history grounded in manufacturing, product development and customer service. With over 100 years of experience in tiles and operating in Australia for more than 55 years, servicing both domestic and commercial markets; you can trust our experience.

Johnson Tiles believes in sustainable manufacturing practices that protect and conserve our environment for future generations.

As a leading tile manufacturer, Johnson Tiles prides itself in providing high quality, safe products for our customers.

Our Commitment to Quality

Johnson Tiles strives to understand and meet our customers' requirements. As a leading manufacturer we are continuously looking to optimise and improve our processes to achieve a timely delivery of a high quality product.

“Our commitment to deliver quality products is backed by our 10 year guarantee.”

Our company adheres to the **MS ISO 9001:2015** Quality Management System (**QMS**) as the assurance system in our business operation. Our quality policy, which spells out our commitment and approach, directs our efforts towards customer satisfaction and continual improvements.

The **MS ISO 9001:2015 QMS** is based on the quality management principles described in ISO 9001, in which they ensure that the organisation and business is set up to consistently understand and meet our customer's requirements.

To ensure the effectiveness and efficiency of our quality system, regular internal quality audits are carried out by a team of trained auditors.

Our products are manufactured under an effective system of testing, control and monitoring and conform to the **MS ISO 13006:2014** – “Ceramic tiles – Definitions, Classifications, Characteristics and Marking”.

Our Commitment to Quality

In order to comply with ISO standards, Johnson Tiles adheres to the following principles:

- Following quality assured processes
- Continuous training and development of staff and company policies
- Working with approved suppliers and partners
- Continuously striving to maintain a leadership position in the market
- Continuously re-evaluating processes and promoting innovative ideas
- Teamwork and co-operation
- Year-on-year improvement
- Ensuring customer satisfaction
- Providing accurate information
- Quick response service
- Efficient processing

At Johnson Tiles, our approach to quality is two-pronged:

- 1) An on-going effort to provide high quality products, while eliminating defects at all levels
- 2) Ensuring customer satisfaction

Your **Vision.** Your **Design.** Our **Innovation.**

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