

Quality Policy

Our Values

TNT* aspires to be a leader in Quality Management within the transportation industry by being closely connected to the people of our customers. We want to create a network where all people are connected and where people can be an active and responsible participant in the development of their business and of the industry as a whole.

Our Commitment

We are committed to the TNT *Outlook* strategy which aims to make TNT profitable and recognised for best-in-class, seamless services and targets substantial improvements in our company's performance to meet our stakeholders' needs.

Our Objectives

TNT will continuously identify, assess, manage and improve all elements of our activities that impact customer satisfaction. In line with sound business practice, we will:

- Maintain an ISO 9001 certified quality management system which establishes quality responsibilities, targets, monitoring methods and the review of business performance.
- Ensure our key processes have been widely communicated and are owned by process owners throughout the business.
- Ensure that each process owner has documented the policies and procedures required to achieve the desired quality outcomes.
- Provide professional quality resources to assist in meeting the company's quality objectives.
- Provide information, instruction and training for employees on quality issues.
- Engage and evaluate suppliers based on their ability to supply products and services that meet our business requirements.
- Focus on sustainable improvements in profitability and offering our customers a perfect transaction and competitive products, services and prices.

Policy Control and Review

Copies of this policy will be displayed at all TNT locations in Australia Business Unit, communicated to every worker and be available to other interested parties.

The TNT Express Quality Management System will be audited, reviewed periodically and revised taking into consideration changes in legislation or company requirements.

Changes to this policy will be approved by the VP Australasia FedEx / Principal Officer TNT Australia and communicated by the GM, Workplace Risk.



Peter Langley
Vice President Australasia Fedex
Principal Officer TNT Australia Pty Ltd

Version 3.3
Issue Date: 31/01/2018

* TNT Australia Business Unit includes; 'TNT Australia Pty Limited', 'TNT Worldwide (NZ) Limited and TNT Worldwide Limited Fiji.