



# TIMBER TESTING CENTRE

## QUALITY POLICY AND OBJECTIVES

The Timber Testing Centre (TTC) aims to provide independent, confidential, and impartial NATA accredited testing services to the timber industry and general public.

TTC aims to offer testing services that cover a variety of timber based products in the main area of mechanical testing.

TTC aims to perform testing accurately, competently, and professionally.

To achieve these objectives and ensure performance is continuously improved TTC shall:

- Maintain NATA Accreditation to ISO 17025: General requirements for the competence of testing and calibration laboratories.
- Clearly understand our obligations to our clients and accrediting body.
- Accept testing requests, for testing covered by our scope of accreditation, from any company or person regardless of size or location.
- Be aware of manufacturing and verification standards as they apply to testing standards.
- Maintain up to date testing standards and procedures.
- Periodically review our NATA testing scope.
- Review our progress by requesting and assessing stakeholder feedback.
- Investigating and responding to complaints and audit findings.
- Perform testing in a fair, consistent, and impartial manner.
- Maintain confidentiality of client information and test results.

Suzanne Steiger  
General Manager TTC