

# D. J. Adair Crane Services Pty. Ltd.

A.B.N. 95 120 467 852

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## Quality Policy

D J Adair Crane Services Pty Ltd is committed to supplying premium services to its clients. To this end, the Quality environment is not only the responsibility of this Company, but it is also the responsibility of each person within the Company to ensure that Quality is implemented and maintained.

Our philosophy is to achieve this objective by providing the highest level of integrity, quality of products, and professionalism in customer service. The Company prides itself in supplying quality services that adhere to this Quality Policy to ensure that clients are guaranteed they will receive only the best possible service at all times.

We also believe that Quality Assurance relates directly to our suppliers and our policy is to use only those suppliers who have a standard of Quality Assurance commensurate with our own, thereby ensuring the foregoing.

It is our policy that every person who comes into contact with this business is a potential client and should therefore be treated as a valued consumer who deserves the best we have to offer. Additionally, we will consistently provide professional services which fully meet the contractual requirements of our clients. Quality Management will be developed in conjunction with, and supported by staff and management.

The success of our Quality Management is dependent on the Company:

- Complying with statutory obligations such as standards, specifications and codes of practice relevant to quality management;
- Maintaining, monitoring, evaluating and continually improving the Quality Management System consistent with the requirements of AS/NZS ISO 9001:2008 Quality Management Systems - Requirements;
- Providing sufficient and suitable resources to implement and maintain the Quality Management System;
- Engaging suitably qualified and experienced staff;
- Ensuring that all staff gain the necessary education and training to continually improve the skills to enable them to provide the quality services of this business to meet clients' needs.;
- Providing services on a "right first time" basis.
- Identifying, reporting, investigating and resolving all non-conformance issues and taking corrective actions to prevent recurrence;
- Resolving customer complaints promptly, and communicating results to personnel to prevent recurrence;
- Ensuring that quality awareness is maintained at every level of the organisation;
- Ensuring that all personnel understand our business goals and objectives; and
- Conducting our business affairs profitably and ethically.

Each and every employee has a responsibility for the quality and reliability of our services. This Quality Policy is a basic fundamental to the business operations and the Quality program is an on-going commitment from all staff at all times.

*This policy is approved for use by:*

Daniel Adair  
Managing Director  
11/12/2015

Responsible Officer:	Creation Date:	Current Version:	Current Version Date:	Next Review Date:
QMS Manager	1/07/2006	v4	11/12/2015	11/12/2018