



QUALITY POLICY STATEMENT

INTRODUCTION:

Membrey's Transport & Crane Hire is committed to consolidate its position as a valuable partner and leading provider of heavy Transport and Crane services to its customers, through quality services & products and the continuous improvement of our systems.

OBJECTIVE:

In order to obtain customers confidence, these planned quality services will be achieved by Membrey's Transport & Crane Hire Management establishing the following strategic objectives:

- maintaining customers confidence at highest level and increase customer satisfaction.
- Focus on the quality & consistency of services provided.
- Opening new opportunities by implementing new technologies and equipment.
- Increase personnel competence by training, awareness and evaluation.

In order to achieve these objectives, we established the following strategy:

- Commenced implementing QMS in compliance with AS/ISO 9001 by 2021;
- Consistent communication on quality, both internal and external.
- Periodical evaluation of employee's performance, employee's satisfaction and establishing of needed actions and process improvements

The entire management team of Membrey's Transport & Crane Hire is fully committed in meeting statutory and regulatory requirements and in continuous improving of QMS and its effectiveness across the business.

We have engaged an external company to assist with a full company wide review and have registered with eQual Assurance and lodged our "Certificate Of Application To Certify" for associated "ISO" certifications.

Requirements of the integrated system manual and associated documents will be mandatory for all Membrey's Transport & Crane Hire personnel. Managers of all departments will be responsible for implementing QMS documentation requirements by planning, performing control and improving all activities based on approved documents.

Craig Membrey

Managing Director:
Membrey's Transport & Crane Hire Pty Ltd

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