QUALITY ASSURANCE AND CONTROL POLICY

We are dedicated to delivering exceptional customer service, approaching every request with a "can-do" attitude and tailored, responsive support to meet our Clients' needs.

We pride ourselves on reliable, high-performing machinery that meets industry standards, ensuring confidence in handling demanding projects.

This commitment to excellence drives us to go above and beyond, reinforcing our reputation in the industry.

This policy applies to all individuals directly engaged with or acting on our behalf, including employees, contractors, labour hire personnel, volunteers, visitors and stakeholders involved in our operations or activities.

OUR COMMITMENT

As a business we will aim to:

- Understand and meet the needs of our Clients to deliver solutions that fulfil current requirements and anticipate future needs.
- Provide clear direction, resources and support to ensure all Workers align with our quality objectives and are empowered to contribute to our quality management system.
- Set measurable quality objectives and monitor key performance indicators specific to crane and lifting operations to ensure consistent performance and continuous improvement.
- Maintain quality documentation in line with our procedures, ensuring operational and safety procedures for cranes and lifting equipment are regularly reviewed, updated and accessible to all Workers.
- Establish and monitor key performance indicators specific to our crane and lifting operations to ensure consistent quality and performance.
- Enhance our quality management system, focussing on optimising operational performance, minimising non-conformance and enhancing customer satisfaction.
- Conduct risk assessments for crane operations and lifting activities to identify hazards, implement preventive measures, evaluate risks and identify opportunities to enhance safety and efficiency.
- Actively seek and analyse Client feedback to enhance service quality and equipment, and regularly review to identify opportunities for improved satisfaction and operational efficiency.
- Prioritise the health and safety of all Workers conducting crane operations by adhering to industry standards and performing regular inspections of cranes and lifting equipment.

David Hong
Executive Director
07/01/2025

Nick Bucciarelli
Executive Director
07/01/2025