



Clermont Crane Hire Pty Ltd

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Quality Policy (CCH Policy 016)

Clermont Crane Hire Pty Ltd is committed to deliver to their clients the highest level of quality workmanship and services to ensure a successful outcome on their projects. Our commitment in quality management is achieved by:

- ✓ Providing sufficient commitment and suitable resources to implement and maintain our quality system.
- ✓ Giving quality and customer services the same emphasis as the financial and productivity aspects of the business.
- ✓ Employing suitably qualified, skilled, experienced and motivated employees.
- ✓ Educating and training in order to continually improve employee skills, awareness and knowledge of quality issues and practices.
- ✓ Openly identifying, investigating and satisfactorily resolving all non-conformances as part of our long established drive for continuous improvement.
- ✓ Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers by implementing effective communication with them on quality matters.
- ✓ Annually reviewing quality objectives, targets and systems as a part of our drive to maintain and improve at all times.
- ✓ Ensure our customers' needs and expectations are clearly understood.
- ✓ Comply with statutory obligations, standards, specifications and codes of practice relevant to quality management.