

QUALITY POLICY PO-003

1. PURPOSE

The Hydraulic Shop (THS) is committed to meeting customer requirements and enhancing customer satisfaction through the continuous improvement of its technical design, manufacturing, sales and repair of hydraulic and pneumatic components, quality of work and delivery of products and services.

2. POLICY STATEMENT

To achieve our aim THS shall proactively seek feedback on the quality of our products and services through a number of mechanisms including internal reviews and ascertaining the 'voice of the customer'. THS's management commitment to Quality includes:

- Continually improving our quality system and practices through multiple feedback and improvement mechanisms.
- Providing a safe workplace for all workers and visitors through a strong culture of commitment to THS's Health, Safety, Environment and Quality Management System (HSEQ-MS).
- Implement, manage and improve our document control system.
- Implement, manage and improve our record management system.
- Actively identify any reasonable preventative actions.
- Promptly address any corrective actions required.
- Identify any non-conformance in THS's HSEQ-MS.
- Implement, maintain and improve THS's Internal Audit Calendar and processes.
- Meet or exceed all statutory requirements and align our HSEQ-MS with the principles and requirements of:
 - AS/NZS ISO 9001:2015

All workers are responsible for ensuring The Hydraulic Shop's activities follow the requirements of THS's HSEQ-MS. To ensure all workers are capable of this THS shall:

- Provide induction, training and guidance to ensure the competence of workers in understanding quality requirements so that all work undertaken is within the individual's knowledge, skill and ability.
- Assess and manage all services, products and works provided by contractors and/or third parties
- Design, implement and review measurable Quality objectives and KPIs.

Signed:



Paul D Thompson

Managing Director

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