



## QUALITY POLICY

Centro Crane Hire provides a variety of lifting services across both the construction and building industry as well a wide range of domestic customers and suppliers.

As the business grows, we are committed to implementing, maintaining, and developing an effective quality system with measurable objectives. These objectives align with our customer service policy, OHS policy and mission statement:

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### **Our objectives include but are not limited to :**

- Challenge the image of our industry by continually delivering a reliable “on time” service, whilst maintaining open and effective communication with all stake holders resulting in a real “value for money” service.
  - To be efficient, cost effective and safety conscious at all times.
  - Striving to be a first choice company for our clients and exceed their needs and expectations.
  - Compliance with AS/NZ ISO 9001. To be reviewed and improved as the business grows and diversifies.
  - The ongoing training and development and training of our employees through continuous review and professional development to assist them to reach their full potential.
  - Employing a high calibre of people who take pride in their work and strive to achieve a high standard in all areas.
  - Open, honest and effective communications between us as a service provide and all stakeholders, engaged in or impacted by our activities
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