Quality Policy

Southern Plant Hire Pty Ltd is committed to satisfying the requirements of its customers and considers customer satisfaction of utmost importance. In recognition of this commitment, management of the company has set quality objectives which will be achieved by ensuring all activities are carried out consistently, efficiently and in a timely manner. Activities are recorded and monitored to ensure that the Quality Systems implemented complies with the ISO 9001 standard. The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all appropriate areas of the company's activities.

Southern Plant Hire is committed to;

- Identifying and managing the risks to our business;
- Identifying and meeting the needs of our customers;
- Providing industry leading service in the efficient provision of plant and equipment.
- Satisfying all applicable requirements and complying with relevant laws and regulations;
- Establishing appropriate quality objectives, specific expectations and key performance indicators to ensure we meet our objectives;
- Ensuring personnel are trained and are provided with the necessary resources to meet the company's objectives;
- Continual improvement of our processes to meet customers' requirements;
- Providing all staff an opportunity to develop skills in a supportive and safe environment;

This will be achieved through quality objectives, process control, technology, personnel empowerment and management commitment.

All personnel are required to work towards the fulfilment of the QMS. Top management will regularly review the system to maintain its suitability and effectiveness.

Peter Emmett
General Manager

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