

Quality Management System

Policy Statement

ABC Crane Hire provides crane, rigging services, transport and associated labour throughout Western Australia.

In order to continually improve and grow our business we are committed to satisfying the needs and expectations of our customers and to establishing, implementing, maintaining and continually improving our Management Systems to meet the needs of our business, our customers and the requirements of ISO 9001:2015.

The requirements of the Management Systems are effectively communicated throughout the business and ongoing training is provided to all personnel in order to instil ownership of the systems at all levels within the business.


To ensure the effectiveness and value of the Management System is continually improved, measurable quality objectives are established and reviewed at regular intervals with input from management and employees.

Our primary objectives are to:

- Maximise customer satisfaction with the services we supply.
- Continuously improve our Management Systems.
- Ensure all personnel have the necessary skills, training and qualifications to fulfill their roles effectively and efficiently.
- Continually improve the quality and efficiency of our services and processes.
- Comply with all relevant legislation and other requirements.

The full cooperation and commitment of all employees and contractors is required to work with us and help us implement this policy.

The Managing Directors are responsible for the implementation and monitoring of this policy which will be regularly reviewed for continuing suitability in light of legislation and company changes.



Jamie Jones (Managing Director)

September 2017

Date



Jennifer Jones (Managing Director)

September 2017

Date