

QUALITY POLICY

Zenith Low Loaders is a specialist provider of Heavy Haulage, Tilt Tray and General Freight transportation services in and around Australia. Our management and staff are committed to providing high quality safe transportation services that meet and exceed our customers expectations.

Quality Objectives

The Management and Staff at Zenith Low Loaders are committed and will strive to:

- Provide an exceptionally high-quality level of transportation services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employee's, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a *Plan, Do, Check, Act* methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply *Risk Based Thinking* within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Mal Southern



Managing Director

3rd August 2020