



QUALITY POLICY

Sitecraft have an ongoing commitment and vision to be the leading materials handling equipment supplier for a diverse range of industries.

To achieve this we maintain a culture dedicated to exceeding customer expectations and consistently provide our customers with high quality material handling solutions and equipment designed to improve safety, productivity and efficiency.

Our Quality Management System (QMS), developed to AS/NZS ISO 9001:2008, is designed to help us meet and exceed the needs of our clients ensuring that quality is consistently achieved throughout all processes. It is built on the following principles and objectives:

- Understanding and conforming to the needs and expectations of our customers;
- Providing customers with exceptional customer service and high quality products that meet their requirements and are delivered on time;
- Ensuring that all our employees understand the Quality Management System through appropriate and effective training, and have the knowledge and experience to carry out their duties in a competent manner;
- Promoting and sustaining a culture of continuous improvement to regularly advance the effectiveness of the Quality Management System.

We will regularly monitor the performance of the Quality Management System by undertaking internal audits and by reviewing the progress made towards the implementation of individual quality objectives.