



QUALITY MANAGEMENT POLICY

Active Hire Service will strive to achieve continuous quality improvement and will plan monitor, review and continually improve the quality of our services to understand and meet the needs and expectations of our customers. Appropriate systems have been implemented throughout the organisation to provide evidence of the realisation of these objectives.

AIMS & OBJECTIVES

Active Hire's objectives are –

1. To meet pre-qualification status for all clients
2. Provide a level of quality in all services that meets or exceeds our customer expectation or specifications.
3. Ensure that all subcontractors and suppliers provide a similar level of quality in the provision of all goods and services.
4. Provide systems for reporting and addressing defects in workmanship or materials, or non-compliance with customer requirements.

MANAGEMENT RESPONSIBILITIES

The Management Team will ensure that systems are in place to implement this policy

The Workplace Health & Safety Officer is responsible for the establishment and maintenance of the Quality Management System, for providing the appropriate resources and advice.

All Managers and supervisory staff will ensure that all staff, subcontractors and suppliers are made aware of this policy and the systems that are available to staff to help them provide improved services.

RESPONSIBILITIES OF EMPLOYEES

All employees are required to report any activities, materials or equipment that does not comply with Active Hire's policy or customer requirements.

POLICY APPLIES TO:

This policy applies throughout the full range of services provided by Active Hire Service.

General Manager

Date