ANC-IMS-POL-002 Quality Policy

At ANC Cranes Pty Ltd, we are committed to delivering high-quality crane services that consistently meet or exceed our clients’ requirements and expectations. Quality is integral to our operations and is essential to maintaining customer satisfaction, operational efficiency, and our reputation across the diverse industries we serve.

We undertake all contract works in alignment with relevant Standards, Codes of Practice, and Industry Guidelines, delivering services in a cost-effective, reliable, and professional manner. Our commitment to quality extends across all levels of the organisation and is supported by a robust Integrated Management System (IMS) aligned with ISO 9001:2015.

To support this commitment, ANC Cranes will:

* Ensure that all products and services meet customer specifications and contractual requirements.
* Comply with all applicable legislation, regulatory requirements, and industry standards.
* Promote and continuously improve our Integrated Management System to ensure its effectiveness.
* Encourage feedback from customers and stakeholders as a tool for driving improvement.
* Undertake regular Management Reviews to assess performance and identify opportunities for improvement.
* Promote a culture of accountability and leadership at all levels to foster quality performance.

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| **Roles and Responsibilities** |

Senior Management retains overall responsibility for the implementation and effectiveness of the IMS. Operational execution and compliance are delegated to the Operations Supervisor and other authorised personnel. Management and Supervisory staff are expected to lead by example, promote quality practices, and ensure system compliance across their teams.

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| **Quality Objectives** |

ANC Cranes is committed to achieving the following quality objectives:

* Grow and diversify our client base through quality service delivery.
* Implement and maintain effective customer feedback mechanisms to meet client needs and expectations.
* Ensure profitability and operational performance through efficient job delivery and continual process improvement.

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| **Communication and Awareness** |

This policy is communicated to all workers and relevant stakeholders by:

* Displaying copies on workplace noticeboards and key operational areas.
* Including the policy in staff inductions and onboarding processes.
* Providing access to the policy as documented information across the organisation.

This policy is approved for use by:

**Craig Davies**

Director

ANC Cranes