




6.2 Quality Policy

Southern Cross Heavy Haulage Pty Ltd is committed to meeting the needs and expectations of its clients by the consistent implementation of its Quality Management System.

Southern Cross Heavy Haulage Pty Ltd recognises that the disciplines of quality, workplace health and safety and environmental management are an integral part of its management function. The Organisation views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Organisation's Quality Policy calls for continuous improvement in its Quality Management activities and business will be conducted according to the following principals:

- Complying with statutory obligations, standards and codes of practice and other requirements relevant to quality management;
- Maintaining, monitoring, reviewing, inspecting, auditing and continually improving the Quality Management consistent with customers' expectations
- Communicate its Quality objectives and its performance against these objectives throughout the Organisation and to interested parties
- Work closely with Southern Cross Heavy Haulage Pty Ltd customers and suppliers to establish the highest Quality standards with a focus on customer expectations and satisfaction.
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence;
- Establishing, reviewing and communicating performance measures and taking action to improve outcomes;
- Monitoring and evaluating the quality performance of subcontractors and implementing effective communication with them on quality and compliance issues.

Director / Manager		Date	14/01/20
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