



Doolan's Heavy Haulage  
9-11 Joel Court, Moorabbin  
Victoria, 3189  
Ph: 03 9553 6222 Fax: 03 9553 6333  
Email: doolans@doolanshh.com.au

## Quality policy

In recognition of the company's role as a supplier of heavy haulage transport services to all sectors of industry and in recognition that its customers need to receive services, as and when agreed to, Doolan's Heavy Haulage has formulated its quality policy around its company motto:-

***"SATISFIED CUSTOMERS STAY CUSTOMERS"***

This policy is dependent on the company not only satisfying the requirements of the International Standard, ISO 9001 and all legal and regulatory requirements but to consistently meet and strive to exceed our customers' expectations.

The company's quality system identifies its customers' explicit requirements at the time of placing the order and during service delivery sets out to automatically provide additional services which are essential to achieving a high degree of customer satisfaction.

Our management system requires the establishment of measurable quality objectives that demonstrate the commitment to continual improvement consistent with the intent of this policy. The continuing suitability of the management system and the company's progress towards achieving its quality objectives are maintained by formal reviews of its operation undertaken by the company's management group.

The company aims to provide services to its customers in an efficient manner, at a reasonable cost, in order to achieve a fair rate of return on its owner's investment and in doing so, provide a safe workplace, employment security to its staff and subcontractors who support the company's goals, quality policy and objectives.

Signed: Warwick Doolan  
(Managing Director)

Date: June 2013