



# QUALITY

Doolan’s Heavy Haulage has established a commitment to delivering a high quality, consistent, reliable and timely service to our customers to ensure a high level of customer satisfaction.

This commitment includes:

- Establishing measurable objectives and targets to ensure continual improvement aimed at elimination of defects
- Documenting, using, and reviewing work procedures related to our operations to avoid non-conformities and ensures that our work at all stages is fit for purpose and consistent
- Reviewing these procedures to ensure they remain appropriate and effective
- Complying with all relevant legislation, regulations, standards, and codes of practice that are applicable to our Company and its operation
- Consultation with all staff members, the community, and other interested parties
- Providing training, education, and resources to staff to implement the Integrated Management System and carry out all works as required
- Identifying and quickly resolving quality issues; and
- Regularly monitoring our performance

Our commitment to our staff includes:

- Ensuring that our Team Members have the knowledge and skills they need to do their job and continually improve
- Achieve performance objectives
- Reviewing and evaluating training needs
- Assisting employees reach their full potential
- Openly supporting a “Fair and Just” culture

Our commitment to our community includes:

- Addressing issues raised by members of the community and clients so that complaints and concerns are quickly and adequately addressed.

*Signed: Warwick Doolan, Managing Director*

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