

## Quality Policy

# Quality Policy

Strenex is a specialist provider of:

- (a) crane and industrial equipment service and maintenance
- (b) crane, lifting, and industrial equipment consulting
- (c) training and development programs

Our senior leadership and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

### Quality objectives

The senior leadership and staff at Strenex are committed and will strive to:

- (a) provide an exceptionally high-quality level of services to our customers;
- (b) delivery projects on time and efficiently, and
- (c) follow up on services provided to ensure customer satisfaction is maintained at a high level.

As part of our systems and processes, we will:

- (d) train, educate and communicate with employees, contractors and other relevant interested parties regarding this policy and quality expectations where necessary;
- (e) ensure that this policy is retained as documented information and available to interested parties;
- (f) define and meet objectives by documenting and monitoring measurable quality targets;
- (g) comply with statutory, regulatory and other requirements;
- (h) apply a plan, do, check, act methodology to our quality management system;
- (i) continually monitor and improve our quality performance and the effectiveness of our quality management system;
- (j) apply risk-based thinking within our systems, operations and processes;
- (k) conduct audits to verify core processes are effectively managed within the organisation as part of our continual improvement process;
- (l) ensure our quality management system is conformant and certified to ISO 9001:2015; and
- (m) review this policy annually.

Brody Osborne  
Director

Michael Groger  
Director