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Freightquip Quality Policy

1. Purpose

Freightquip is committed to delivering high-quality products and services that meet or exceed customer expectations while supporting operational excellence and continual improvement. This policy establishes Freightquip's commitment to quality and ensures alignment with ISO 9001 requirements across all business activities.

2. Scope

This policy applies to all Freightquip employees, contractors, labour hire personnel, and any third parties performing work under Freightquip's control. It encompasses:

i. All products, services, and operations across Freightquip's business units and locations.
ii. All departments responsible for sales, service, warehousing, logistics, administration, and customer engagement.
iii. All supplier, partner, and customer relationships where Freightquip's quality performance is directly or indirectly involved.

3. Policy Commitments

Freightquip is committed to:

i. Delivering consistent and reliable product and service quality that meets customer requirements.
ii. Ensuring that safety, performance, and reliability are embedded within all stages of delivery.

iii. Maintaining partnerships with high-performing suppliers aligned to our quality expectations.
iv. Monitoring and improving internal processes to support agility, responsiveness, and risk management.
v. Supporting staff development to build capability, ownership, and service excellence.
vi. Promoting customer feedback as a tool for continuous improvement and corrective action.
vii. Meeting all applicable legal, regulatory, and contractual quality requirements.
viii. Continually improving the quality management system through review, data analysis, and staff engagement.

4. Quality Objectives

Freightquip establishes strategic quality objectives to guide the continual improvement of its quality management system across equipment and service solutions. These objectives ensure alignment between operational delivery, customer satisfaction, and business resilience. They are reviewed regularly by top management to drive improvements across all divisions.

Deliver Market-Responsive Growth Through Quality-Focused Sales Performance:

Improve sales efficiency and customer acquisition. Increase customer responsiveness, including quoting, order fulfilment, and market intelligence.

Strengthen Service Reliability and Customer Responsiveness:

Enhance service delivery timeframes and invoicing accuracy to meet or exceed client expectations across all field operations.

Increase Operational Resilience and Department-Level Profitability:

Improve profitability in key departments to ensure financial sustainability and service capacity.

Drive Process Efficiency and Fulfilment Accuracy:

Reduce variance between projected and actual dates for projects, products and service. Streamline order processing through accurate process control.

Embed Quality Ownership Through Employee Competency Development:

Expand role-specific training and engagement initiatives to build internal quality capability and support system-wide consistency.

5. Legal and Regulatory Obligations

Freightquip recognises its obligations under applicable laws, industry standards, and contractual agreements governing product and service quality. This includes all relevant ISO 9001 requirements, customer specifications, and market regulations within Australia and New Zealand.

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