

QUALITY MANAGEMENT

ConvaTech is a company developed to respond to the needs of the materials handling industry.

It is the policy of ConvaTech to endeavour always to provide to its customers a readily available supply of only those products and services that meet their requirements. Customer satisfaction is essential to the continued success of ConvaTech and is therefore a primary goal necessitating the proper planning and control of the Company's management and operating practices.

To achieve this goal, ConvaTech is committed to the implementation and maintenance of a Quality Management System in accordance with the Australian Standard AS/NZS ISO 9001 – Quality Systems for Design, Procurement, Stockholding, Installation and Maintenance of Mechanical and Rubber Belt Conveyor Systems.

Certification to this standard provides a platform on which ConvaTech has built a structure of continual improvement directed at key quality objectives of financial viability, employee competence, customer satisfaction, effective and efficient service delivery, safety performance, and supplier partnerships and evaluation.

The Quality Management System is described in the Company's Business Management System Manual and supporting procedures.

In order to drive this system, a structure has been implemented which involves the function of Business Improvement Manager who has the authority to intercede with the performance of work to ensure compliance with the Company's policies and objectives. The final responsibility for the Company's operations and compliance with policy and objectives rests with the Company Directors.

It is recognised by ConvaTech that the Company cannot achieve compliance with policy and objectives without the additional involvement of each employee taking responsibility for the quality of their own work. Consequently, all employees are required to participate in, and contribute to, activities directed at maintaining capable processes and continuous process improvement.

Through the ongoing maintenance of a Quality Management System, ConvaTech will continue to provide the standards of service required and expected by its customers as well as improve its competitive position in the materials handling industry.



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