



Vintage Transport Pty Ltd

Trading as Vintage Road Haulage

QUALITY POLICY

POLICY STATEMENT

Vintage Transport Pty Ltd trading as Vintage Road Haulage has adopted the following Quality statement.

“Our Goal is to provide our customers a prompt, efficient, timely service conducted in a safe manner to meet or exceed customers’ expectations at all times.”

AIMS AND OBJECTIVES

To achieve this goal, we recognise that the quality of our products and services are determined by our customer’s needs and expectations. Our objectives are to break the level of service down to the following areas:

Quality of Equipment – Quality of planning of service – Quality of Staff – Quality of Feedback

RESPONSIBILITIES

We, as a company will ensure the following is practiced and adhered to:

Quality of Equipment

Regular in house servicing. All repairs to trucks, trailers, forklifts and any other form of equipment is recorded in our electronic register. Trailers and other equipment are continually reviewed in regards to repairs and tyre wear. Trucks and trailers are cleaned after each trip to maintain a clean and tidy truck. All vehicles and trailing equipment are audited by Main Roads to ensure we meet with their requirements under our current Accreditation which is held and maintained by VRH.

Quality of Planning of Service

Scheduling of available trucks to complete each journey in a safe manner is paramount to the company. Each delivery is documented and copies are supplied to drivers, customers and the office.

Quality of Staff and Training

Employees are selected on criteria but not limited to such as experience in the industry, reliability, accreditation, safety record and Driving record. VRH provides ongoing training as required so employees are correctly trained at all times.

Quality Review and Feedback

VRH maintains a register of feedback from customers. Positive compliments are passed on to all employees involved. Any Complaint about the company or its personal is taken seriously. VRH acknowledges comments from customers are an important aspect of maintaining quality relationships in the market place.

Peter Graham
Director
14th January 2015

TRANSPORTERS OF WINE, DEMINERALIZED WATER, BULK LIQUIDS, GENERAL HAULAGE, BULK POWDERS, CONTROLLED WASTE

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