


Quality Policy

The Austrans Group (QLD) was established in 2007 to provide a total waste management solution to businesses across various industries.

We are committed to providing all our clients with products and services which meet and exceed their expectations.

This objective is achieved through:

- Consistently satisfying the requirements of every internal and external customer
- Measuring and monitoring our processes against targets as part of the continual improvements of products, processes, and services to our customers.
- Complying fully with any applicable standards, State and Federal legislation
- Maintaining an Integrated Management System (ISO9001:2015, ISO 14001:2015, ISO 45001:2018)
- Connecting and exchanging of information and opportunities with our customers and suppliers to further improve products and processes
- Establishing and maintaining a high level of quality awareness at all levels of the organisation and encouraging individual employee initiative in improving quality and standard
- Responding constructively to all customer service queries, and ensure that appropriate and lasting remedial action is undertaken to correct any corrective actions
- Continually reviewing system and process for suitability and relevance

Signed:  Date: 10/2/2021

Name: **Kylie Fisher**

Position: **Managing Director**

To be reviewed: **February 2023**