

QUALITY POLICY

Introduction

At Titan Heavy Lift, we are committed to delivering services of the highest quality to our customers. We recognise that quality is essential for customer satisfaction, continuous improvement and the long-term success of our organisation. This policy outlines our dedication to maintaining excellence in all aspects of our operations and sets the foundation for our quality-management system.

Purpose

The purpose of this policy is to establish a framework for quality objectives and guidelines that will ensure the consistent delivery of lifting services that meet or exceed customer expectations. The quality policy is a reference for all workers, stakeholders and partners, guiding their actions and decisions to uphold the highest standards of quality in every aspect of our business and operations.

Scope

This policy applies to all workers, contractors and visitors involved in Titan Heavy Lift's operations.

Responsibilities

Workers and contractors are required to:

- be aware of the quality objectives and guidelines set by Titan Heavy Lift and strive to meet or exceed them
- understand and promote the importance of quality within their respective roles
- follow established procedures and standards to ensure that products and services meet the required quality criteria; this includes complying with quality-control measures, performing inspections and adhering to documented processes
- actively participate in identifying areas for improvement and suggest innovative solutions, providing feedback on processes, products and services and contributing to Titan Heavy Lift's ongoing efforts to enhance quality
- engage in training and development and other opportunities related to quality management.

Management is required to:

- lead by example, communicate the importance of quality and ensure that it is integrated clearly into the organisation's values and strategic objectives
- define clear and measurable quality objectives that align with customer requirements, regulatory standards and the organisation's overall goals; these objectives should be communicated to all workers and serve as a guide for quality-improvement efforts
- allocate adequate resources, including personnel, equipment and technologies, to support the achievement of quality objectives, ensuring that workers have the necessary tools and training to perform their jobs effectively and meet quality standards
- provide leadership, guidance and support to workers in their quality-related endeavours; this includes promoting a positive work environment, encouraging worker participation, recognising achievements and addressing any barriers that hinder quality performance
- establish and maintain robust quality management systems, including processes for identifying, analysing and improving quality-related processes

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- monitor key performance indicators, conduct audits and implement corrective and preventive actions to drive continuous improvement.

Policy

Titan Heavy Lift commits itself to understanding and meeting the current and future needs of our customers. We strive to exceed their expectations by delivering high-quality lifting services that provide value and enhance their overall operation. We foster a culture of continuous improvement throughout our organisation. Titan Heavy Lift adheres to all applicable industry standards, legal requirements and regulations. We recognise that our workers are vital contributors to our quality objectives.

Conclusion

At Titan Heavy Lift, our commitment to quality is at the core of everything we do. We understand the significance of delivering services that consistently meet the needs and expectations of our customers. By adhering to this quality policy, we strive to create a culture of excellence, continuous improvement and customer satisfaction. Our quality-management system forms the foundation for our success, enabling us to stay ahead in a dynamic and competitive market while upholding the highest standards of quality in all our endeavours.



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