

Quality Assurance

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Intent

This Policy outlines the expectations that RDO Equipment Pty Ltd (RDO Equipment) have with respect to meeting the requirements of AS/NZS ISO 9001:2015 Quality Management Systems – Requirements and to ensure all staff can demonstrate that quality management principles and continual improvement are applied in all areas of RDO Equipment in a way that is appropriate for the business environment and objectives.

Scope

As part of a Worldwide Dealership Group, RDO Equipment is recognised as a leading supplier of Agricultural, Environmental, Construction, Forestry, Landscaping, Lawn and Garden, Mining and Oil and Gas exploration equipment. RDO Equipment is committed to our clients from the owner/operator through to major corporations, providing equipment, service, spare parts and support to keep our customers' businesses running smoothly and ensure their long-term success.

Commitment

To ensure this goal is achieved in a complying and practical manner, we have established a Quality Management System that is reviewed by senior management based upon AS/NZS ISO 9001:2015 and other Standards and audited by external providers.

RDO Equipment strives to comply with the Quality Management Principles outlined in AS/NZS ISO 9001:2015 by:

- Maintaining a customer focus in the provision of all products and services
- Ensuring the Company's leadership is committed to the provision of high quality products and services
- Engaging people at all levels of the organisation
- Maintaining a process approach in the provision of products and services
- Maintaining a constant focus on Continual Improvement
- Ensuring decision-making is evidence -based
- Ensuring our business processes are focused on relationship management

We aim to exceed our stakeholders' needs and expectations, and to also provide our customers with the assurance that the products and services provided by RDO Equipment are standardised nationally and will meet current and future needs and standards.

Products and services offered are continually being improved, expanded and modified to ensure customer satisfaction remains a priority. Above all, we deal openly with our clients, staff, suppliers and other stakeholders to make sure we maintain an honest, open and positive relationship. We recognise that these relationships are dynamic and need constant care and management.

Objectives

The main objectives of this Policy are to ensure that RDO Equipment:

- establishes and maintains systems, products and services that achieve the highest

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standards through continual liaison with manufacturers, suppliers, customers, legislative sources and employees;

- meets and exceeds customer and other stakeholder expectations;
- maintains the highest quality of service by engaging and supporting employees in performing work of the highest professional standard; and
- maintains a focus on commitment to continual improvement that is resolute and communicated to all stakeholders.



Phil Canning
Chief Executive Officer
Date: 03/09/2024