

Quality Policy

It is the Company's policy to provide competitive products and services, which fully conform to the customer, as well as applicable statutory and regulatory requirements. Hannaman Material Handling is fully committed to comply with industry codes of practice, any relevant product standards and applicable legal requirements. Our overall quality objective is to continually improve customer satisfaction by operating efficient and effective quality management systems within an environment striving to exceed customer needs and expectations at every opportunity. This will be achieved through understanding current and future customer needs and expectations and through structured planning.

The Board of Directors and Management team of Hannaman Material Handling Limited is fully committed to quality leadership and as such will provide the appropriate;

- Organisation and support to align all our activities to satisfying the needs of our internal and external customers, partners and suppliers
- Equipment, facilities, processes & procedures for our employees to carry out their work
- Training and education to all our employees thereby enhancing their performance

Within Hannaman Material Handling quality is defined as the achievement of specified standards by a coordinated team effort working to defined requirements and procedures applying a consistent level of management control throughout all phases of work from the receipt of an enquiry to after sales service.

Individual and team commitment to excellence is actively encouraged and as such it is everyone's responsibility to aim for error free work at all stages, and specifically;

- To work to the policy and procedures
- To highlight areas where improvements can be made to meet the customer and applicable statutory and regulatory requirements.

Hannaman's Management System defines the requirements and procedures to be followed by all personnel.

Steve Downey
Managing Director
1st January 2019