

 HYDAC Pty Ltd 109 – 111 Dohertys Road North Altona Victoria, 3025 Ph: +61 3 9272 8900 Fax: +61 3 9369 8912	HYDAC Pty Ltd Quality Policy	Form No :	Pages :
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Quality Policy

HYDAC Pty Ltd is part of the HYDAC International Group which is represented throughout Australia and the world by more than 100 subsidiaries and partners.

We are world leaders in the design and manufacture of units and systems for hydraulics, filtration technology, fluid monitoring and conditioning technology, process filtration and electronics. We have the local capacity to design and assemble system equipment for local and export markets.

Our core objectives are:

- Our customers come first.
- Supply prompt and efficient service both prior to and following delivery of our product.
- Provide on-site inspections and preventative maintenance programs to pinpoint problems and eliminate breakdowns before they occur.
- Provide technical back-up and support from around Australia and our world network of engineers and technicians.
- An ongoing commitment to utilise new technology in the design, testing and monitoring of our products.
- An ongoing commitment to improve the effectiveness of our management system through the use of our policies, objectives, audit results, the analysis of data, corrective and preventive actions and management review.
- Evaluate risks associate with our business partners internal and external to achieve 100% customer satisfaction and compliance with all statutory / regulatory requirements.

In order to achieve these objectives we have implemented an integrated business management system that complies with the internationally recognised Standard for Quality Management Systems - ISO 9001, 14001, 18001. HYDAC Pty Ltd is certified by an external third party auditing body, it forms a key focus for all activity and supports our ability to achieve defined outcomes.

Staff, at all levels understands the importance of our QA Business Management System and their critical role as internal customers to ensure a seamless interface between key processes. Working together we provide sound, efficient and professional services and a product that will meet the specifications and expectations of our external customer.

Mark G. Keen
Managing Director



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