

Quality Policy Statement

Terex Australia Pty Ltd designs, sells, manufactures and provides after sales service and support for mobile pick and carry cranes. Terex cranes are designed to meet a stringent standard of safety, quality, and performance and have found market acceptance throughout Australia and overseas. Terex Australia also import, sell, service and support cranes manufactured by other Terex business units throughout a global network of manufacturing facilities.

Our Mission

- To provide solutions to our Machinery and Industrial Product customers that yield superior productivity and return on investment.

Our Vision

- **Customer** – to be the most customer responsive company in the industry as determined by our customers
- **Financial** – to be the most profitable company in the industry as measured by ROIC
- **Team Member** – to be the best place to work in the industry as determined by our team members

Terex Australia is committed to meeting all statutory and regulatory requirements such as the Workplace Health and Safety Act, Workcover Act, and Environmental Protection Act in each state of Australia. Terex products also meet the relevant Australian Standards, International Standards and Codes.

To achieve Terex Australia's mission and vision we have developed and implemented a Quality Management System that meets the requirements of ISO 9001: 2015.

We build reliable and predictable processes. We measure processes from a customer perspective. An emphasis is placed on Safety, Quality, and Customer Responsiveness. Once processes are established and measured, we aim to continuously improve each day, in each process, through each Team member, in every area of the company.

Terex Australia's QP01 (Terex Cranes QMS Process Map) describes the processes needed for the Quality Management System to provide effective, consistent and integrated control over our operating requirements.

I ask every employee to be pro-active and become fully involved in achieving our company's objectives for the benefit of all – our customers, stakeholders, employees and the community.



Danny Black
General Manager
09th July 2018