



Quality Statement LMHAU - 2021

Every Member of LINDE MATERIAL HANDLING PTY LIMITED (LMHAU/ NZ) is dedicated to the pursuit of Quality and Excellence in meeting our customers, suppliers, staff, associated companies and appropriate regulatory authority's requirements, expectations and needs, with the most comprehensive service that can be achieved.

LMHAU will supply products and services to ensure recognition as the preferred choice of material handling solutions in the Australian market. We will ensure that its Business Management System meets the requirements of ISO 9001:2015 by continually monitoring the effectiveness through management reviews.

Through our Growth, Efficiency, Functional and Organisational Initiatives we have a framework to assist us in meeting the overall Company objectives:

- Customer satisfaction through the fulfilment of our customer requirements, specifications and needs
- To supply and maintain quality products and services
- To provide the right resources and right people to ensure an effective and efficient operation.

These objectives are in line with corporate long-term strategies. These strategies are continually monitored and measured throughout the company to ensure that improvements, where identified, are acted upon to enhance long term business performance and profitability and the Business Management System.

The implementations of the Quality Management Principles are mandatory throughout the business, but success can only be achieved by the participation and commitment of everyone at LMHAU. Each employee will receive full support to ensure that company requirements are understood, implemented and are maintained throughout the company.

Nino Pala

Executive Director and Chairman Rest of Asia Pacific (RAPAC)
Managing Director - Linde Material Handling Australia and New Zealand

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