



Quality Policy

Our vision is to be recognised by our customers as the first choice in containerised solutions. The senior management team of Royal Wolf – Armada Place, a United Rentals company, is committed to consistently providing quality modified shipping containers to our broad range of customers.

ISO 9001 Certification has been adopted to drive quality, customer satisfaction and assurance to our customers. We are committed to ensuring the quality management system is adequately resourced, is effective and achieves its intended results, as it underpins future relationships with new customers and is consistent with our strategic direction.

We are committed to ensuring ongoing support to all members of the Wolf Pack to ensure the quality management system and its processes are effective, maintained, followed, fully implemented, kept current and where practical, are continuously improved.

The quality objectives have been set using the following framework:

- Consideration of the most important factors in driving customer satisfaction
- Capability and resources of the organisation
- Opportunity to drive continuous improvement
- Consistent with the organisation's strategic direction

The objectives of our quality management system are:

- All products and services will meet customer's requirements and specifications
- All products will meet relevant Australian standards and regulations
- All products will be delivered in full, on time (DIFOT), where this is not possible this will be communicated to the customer ahead of time
- Zero customer complaints will be incurred each year

Data identified through investigation of root cause of incidents, such as non-conforming product and customer complaints is used to drive further improvement of procedures within the quality system.

Yours Sincerely,

Dale Garson
General Manager Engineering
Executive Team Member

13/12/21