

# Quality Policy Statement

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Mills-Tui Australia Pty Ltd's prime quality objective is to achieve total customer satisfaction through confidence in the design, manufacture, sales and service of ambulances, buses, coaches, fire appliances and specialised transport solutions.

Quality must be designed and built into a product! The Mills-Tui Australia Pty Ltd Business Improvement Manual and management system procedures contain the methods by which this statement is fulfilled. The Business Improvement Manual provides the framework to ensure all activities are performed right the first time, within a safe working environment, the delivery schedule is met and that our products represent outstanding value for money.

Providing a quality product includes recognizing and understanding the needs and expectations of our customers and end users while satisfying the requirements of Statutory and Regulatory Authorities. The involvement of all levels of Staff contributes in recording, analyzing and acting upon these needs and expectations.

To help achieve our goal of total customer satisfaction and confidence, the Management and Staff of Mills-Tui Australia Pty Ltd are committed to complying with the requirements of the both the International Quality Standard ISO 9001 and the Quality Management System, and to continually improve its effectiveness.

The Management of Mills-Tui Australia Pty Ltd has the responsibility of defining and documenting Quality Policy and objectives and to ensure both the Quality Management System and Quality Policy are regularly reviewed for continuing suitability. Further, it is the responsibility of each employee to understand and carry out the management system procedures applicable to his / her work area.

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GENERAL MANAGER

FINANCIAL CONTROLLER

QUALITY ASSURANCE &  
PRODUCTION PLANNING  
MANAGER

ENGINEERING MANAGER

SALES MANAGER BUS

SALES MANAGER SPECIALISED  
VEHICLES

PRODUCTION MANAGER BUS

PRODUCTION MANAGER  
SPECIALISED VEHICLES

ACCOUNTANT

CONTRACTS MANAGER

BODYLINE MANAGER

