



Quality Policy

At SEVA we are committed to achieving the highest possible standard of emergency and specialised vehicle fit-out work in a timely and cost-effective manner.

We will operate our business in a professional and responsible way, which will reflect our commitment to the continual improvement of our Quality Management System, the products & services we provide to our customers, our respect for the environment, and the health and safety of our employees.

Our key philosophies can be summarised in the following statement:

“To continually increase customer satisfaction through excellence in service delivery, innovation & craftsmanship”

Our quality system is designed to ensure this happens.

We will:

- comply with all relevant legislative requirements of Australian and Local Authority Standards (including ISO 9001)
- continually assess our performance against the processes we have created and look for ways to enhance our success.
- encourage participation in the system by all employees and suppliers to ensure that everyone’s efforts assist our objectives; and
- utilise the principles of risk-based thinking & lean manufacturing to make the best use of our company resources.

Quality objectives are set each year as part of the annual strategic planning and budgeting process. SEVA believe in having a balanced set of key performance indicators, so these objectives address the four key result areas: Financial, Customer, Operations, and People. Each year targets are set, responsibilities allocated, and timing agreed to. Progress towards these targets is reviewed regularly.

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Stephen Harper
Director

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Ryan Hingston
Director

Date: 2nd November 2023