

Quality Policy

July, 2020

AUTOPACIFIC Group, designs, manufactures, tests, markets and distributes Vehicle Towing and Protection Systems, Cargo Management Solutions, Side Steps, Roof Rails as well as Caravan Chassis and Accessories from its manufacturing and distribution facility in Keysborough, Victoria.

It is the policy of AUTOPACIFIC Group in the conduct of its business to ensure:

- ***We Deliver Quality Products and Services in Pursuit of Customer Satisfaction.***
- ***We Build Strong Relationships and Strive for Operational Excellence Through Continuous Improvement of Business Processes.***
- ***We Work Safely; Respect Each Other and Care for The Environment.***
- ***We partner Suppliers of goods and services and work towards a mutually rewarding partnership.***
- ***We consider the interests of all Stakeholders to our business.***

Deliver Quality Products

Ensure through effective communication and clearly defined work practices assure the customer's quality requirements are continuously being met.

Customer Satisfaction

Use established communication channels, customer feedback and measurements to monitor AUTOPACIFIC Group performance.

- Customer Complaints
- Customer Assessments
- Delivery Performance

Strong Relationships

- Improve AUTOPACIFIC Group relationship with customers and suppliers.
- Work closely with customers in product development or product requirements before product launch.

Continuous Improvement

Continuous Improvement of the business through:

- Continual assessment of the processes utilized within manufacturing, warehousing and distribution.
- Continual assessment of the Management System's: Quality, Environmental, Laboratory, Trade Practices Compliance and Sarbanes Oxley.

Work Safely

Through the management of Occupational Health & Safety practices maintain a safe working culture and environment.

Care for the Environment

Through the review and maintenance of the Environmental Management System to ISO 14001 and applicable statutory regulations, AUTOPACIFIC Group will assure the environment is cared for.



Jason Kiesecker

Managing Director – AUTOPACIFIC Group

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