
Quality Management System Policy

From the Managing Directors

At **Penske Power Systems (PPS)** and **Penske Commercial Vehicles (PCV)** Australia / New Zealand, we recognise that to provide sustainable value for our customers, shareholders and employees; we must achieve continual improvement of our performance, efficiency and effectiveness.

We will achieve this using our **Quality Management System (QMS)** throughout our organisation to ensure continual improvement, and subsequently maintain our third-party certification (ISO9001:2008).

We are committed to:

- Implementing a QMS which provides the necessary control of our business to ensure our certification and franchise requirements, customers' expectations, and internal targets are met;
- Demonstrating QMS involvement and delivery throughout our leadership team and the greater organisation;
- Utilising a risk based approach to change management in our business planning to ensure goals are met;
- Providing the necessary resources to deliver an effective and efficient QMS which supports our business needs;
- Creating the necessary business processes which deliver the control required to ensure targets and compliance requirements are met;
- Undertake reviews to identify opportunities for employees' personal development and improvement, driving our company forward and building a positive and effective culture.

To support this we will:

- Provide training to ensure all employees, suppliers and subcontractors understand their Quality management roles and responsibilities;
- Consider Quality in all aspects of our work, using a risk based approach consistent with our policies and procedures, processes and documentation;
- Involve employees and subcontractors in decision-making processes through regular communication, consultation and training;
- Continually improve our QMS and business processes utilising; measurement, analysis, review and revision processes;
- Investigate Quality concerns to identify root cause, prevent recurrence and drive improvement.

PPS and PCV support the execution of these objectives through the QMS utilising departmental policies and procedures, which are accessible on the intranet.



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