

QUALITY STATEMENT

Hycon Hydraulic Systems is a Western Australian family owned company offering solutions for service and repair of hydraulic equipment and associated componentry. This includes the procurement and distribution of genuine parts and components for supply to Businesses.

QUALITY POLICY:-

Hycon Hydraulic Systems goal is to meet and exceed Customer expectation with supply, service and repair of hydraulic pumps, motors and components to the highest possible standard.

Hycon Hydraulic Systems strives to consistently deliver premium, competitively priced products and services.

To achieve this, Hycon Hydraulic Systems will deliver quality workshop outputs by:

- Supporting staff to maintain a high performance team culture, developing their skills and empowering them to use initiative and share improvement suggestions
- Diligent management, application and development of custom-designed operational processes and equipment
- Sourcing Genuine Parts for servicing, repairs & re-build
- Rigorous testing to minimize defects and confirm equipment suitability for harsh environmental working conditions
- Maintaining a cost effective pricing structure
- Focus on Continuous improvement in processes, parts and equipment

QUALITY OBJECTIVES:-

Hycon Hydraulic Systems are committed to:

- Meeting and exceeding customer expectations and requirements
- Supplying quality products and services to our customers
- Managing processes to ensure quality output, maximising efficiency and productivity
- Continually improving the workshop operations function

As part of our systems and processes, Hycon Hydraulic Systems will:

- Train, educate and communicate with employees, contractors and stakeholders in regard to quality expectations and performance
- Review our quality system regularly
- Define and meet objectives, by documenting and monitoring quality target outcomes
- Comply to statutory, regulatory and other requirements
- Champion Continuous Improvement across the Business. Utilise audits and internal/external feedback to assess system, operational and process risks as part of Continuous Improvement culture
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015



Ben Hondema
Managing Director