



# **Modcon RV**

EASY CAMPING. AMAZING MEMORIES.

## **QUALITY POLICY**

### **Commitment**

We are a dedicated team of professionals who are committed to:

- working closely with our customers to understand and meet their needs and expectations,
- consistently providing a customer-focused sales and delivery process,
- compliance with applicable legal requirements,
- satisfying any other applicable requirements, and
- establishing, maintaining, and continually improving the Quality Management System.

### **Goals**

Our quality goals are to:

- motivate, develop and retain a talented team of employees,
- provide exceptional quality caravans and hybrid campers,
- maintain a high degree of customer satisfaction,
- ensure employees are appropriately qualified, competent and can deliver the highest quality products consistently,
- work collaboratively with our customers, suppliers, and other stakeholders for the mutual benefit of all parties,
- provide innovative camping solutions to improve our customer's experiences in meaningful ways,
- improve the efficiency of our processes through knowledge sharing, and
- implement and maintain a Quality Management System based on ISO 9001:2015.

### **Responsibility**

Every member of the Modcon RV team is:

- responsible for the communication, enthusiastic promotion and implementation of this policy, and
- accountable for the achievement of quality outcomes in accordance with this policy.

### **Communication**

This policy will be communicated to employees through the QMS Awareness Presentation and is available by request for the information of interested parties (including clients and members of the public).

*Note: this policy provides a framework for setting, monitoring and reviewing quality objectives.*

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Kerry Jones – Director