

# Quality Policy

**Auckland Transport - Parking Facilities Group** recognises the need to balance competing demands for parking space facilities.

Our objective is to make sure everyone wanting to park is:

- Easily able to find a place to park;
- Treated fairly and considerately;
- Able to park safely.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and meet the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To guide us in meeting these objectives and principles we will:

- Ensure that our quality policy is communicated and understood at all levels of the organisation;
- Respond promptly and accurately to customer enquiries and complaints;
- Monitor internal and external subcontractors and suppliers to ensure quality standards are maintained.
- Seek continual improvement of product and service delivery through monitoring and review of our quality management system and plans.



Russell Derecourt  
Parking Services Manager

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