

## QUALITY POLICY

The management of Demag Cranes and Components (Pty) Ltd is committed to ensuring only quality products and services are provided to our clients through the realisation of the following objectives:

- Implementation and maintenance of a quality management system based on the ISO 9001 International Standard
- Enhancing our leadership for the design and supply of quality equipment and services
- Improving our competitiveness by continually reviewing and improving our processes
- Aiming to achieve 100% compliance with our procedures and standards
- Total commitment to achieving customer satisfaction
- Provision of appropriate training to employees and continuously improving our standards, products and systems
- Development of co-operation within the Company
- Motivation of all employees

**Our Goal**  
**Customer Satisfaction - First Time - Every Time**

  
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MANAGING DIRECTOR

29/10/2009  
\_\_\_\_\_  
DATE