

Quality Policy

Banlaw aim is to be Global Leaders in Unified Hydrocarbon Systems, Solutions and Services by providing a specialised service including design, development, manufacture, repair, installation, service & support of dry-break refuelling systems, lubrication & evacuation systems, tank overfill protection systems, & electronic fuel monitoring systems for on-road & off-road (including rail) fuel powered equipment.

The prime objective of Banlaw is customer satisfaction and confidence through, deliver on time, on budget, innovative and unified fuel supply solutions, systems and services to our clients enabling responsible management of hydrocarbon assets and obligations.

Banlaw is committed to continual improvement by establishing and reviewing its operations in line with the Australian and International Standards and AS/NZS ISO 9001 Quality Management Systems (QMS). By utilising its resources, employees, subcontractors and suppliers, Banlaw shall implement measurable targets and objectives to:

- Specify, maintain and constantly improve the quality of the products and services that it offers through regular R&D committee reviews and resolution of issues through a controlled issue resolution system.
- Add value to customer business performance measured from regular customer surveys
- Enjoy superior after-sales support to agreed SLA targets
- Conform to all regulatory requirements through regular audits

Senior management are fully committed to the successful implementation and maintenance of the QMS outlined in the Quality Manual. The management system is documented in the Banlaw Quality Manual and subordinate documents. It defines how effective control is established through the use of standard procedures and includes provision for the prompt detection and remediation of product and system defects.

Commitment to this policy shall be demonstrated by regular reviews of our performance and the achievement of our objectives. Banlaw employees are expected and encouraged to strive for excellence in both our product quality and customer service. The responsibility for the successful application of this policy rests with all employees.