

Quality Policy

“Improving people's lives with our outstanding equipment management solutions”

ActivTec Solutions is dedicated to the service, repair and spare parts supply for specialized medical and care equipment. Supplying and assisting both private and government Nursing homes and hospitals, NDIS participants and individual private customers across Australia.

At ActivTec Solutions, we service and repair customer equipment to all required Australian Standards. We supply spare parts that comply with the relevant product requirements, including any standard manufacturer's warranty.

We are committed to providing prompt, courteous and quality customer focused service to all of our clients throughout Australia who require assistance or spare parts for their medical and care equipment.

To achieve the above objectives and satisfy our customer's expectations, ActivTec Solutions is committed to implementing, maintaining and improving the quality management system based on AS/NZS ISO 9001: 2015.

Quality problems arising in various areas are to be solved with speed, technical efficiency and economy. We focus all of our resources, both technical and human, towards the prevention of quality deficiencies to satisfy ActivTec Solutions mission of **“Improving people's lives with our outstanding equipment management solutions”**

The successful operation of our system relies upon the co-operation and involvement of personnel at every level of the company. Our commitment to quality will ensure the continued improvement of ActivTec Solutions and the satisfaction of both customers and staff.

As the General Manager, I am authorised and responsible for ensuring that the requirements of this quality management system are implemented and maintained. Any issues that cannot be resolved between departments or personnel shall be brought to my attention for final determination. This policy and the Activtec Quality Management system will be reviewed on an annual basis to ensure continual improvement.

Jared Hawkins
General Manager
ActivTec Solutions

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