



Understanding our customers' needs is vital to ensure we not only meet their requirements but also exceed where possible. We have a framework of Quality Objectives which support the delivery of a service to the highest standards.

We are committed to and regularly review the compliance and effectiveness of our quality management system with a view to continually improving what we do and how we do it.

Mission Statement:

It is Overlander's mission to source the highest quality specialist batteries and accessories to supply industry, consumer and Radio Control Model markets. We will also assemble battery packs to a high standard.

Company Objectives and Key Performance Indicators are set to reflect the focus of the Mission Statement and enable achievement of the Business Plan. All measures are communicated to all staff.

The Quality Management System has been developed to reflect the needs of the business and to involve all staff. Training and communication support enable us to meet the requirements of our customers and clients in an effective manner.

This system has been structured around:

- Strategic Business Plan
- Mission Statement and Quality Policy
- Quality Objectives and Key Performance Indicators
- Quality Processes, sequence and interaction
- Procedures and operational procedures
- Internal audits
- Availability of resources
- Monitoring, measuring, analysis, action and review processes

We are committed to the needs and expectations of our interested parties which includes continually improving the way in which we meet such expectation. We regularly review our compliance with standards and regulatory requirements to all are met and consistently adhered to.

Issued by: Jason Kliszat, Managing Director