

ISUZU

QUALITY POLICY

Isuzu Motors South Africa strives to be a leader in the manufacture and supply of vehicles, exceeding customer expectations, building on our heritage and recognising the impact on our community and environment.

Our mission is to be a highly motivated team who deliver the best customer experience.

In order to achieve this mission, we will align our operations to the following principles:

- We will work together as a team focused on delivering superior results through our drive for consistency and doing what we say we are going to do.
- We will leverage our advantages of being focused, agile and flexible to find innovative solutions which meet our customers' needs.
- Recognising that the strength of our brand is impacted by everything we do – from the quality of what we manufacture, to the marketing of our products and the experiences of our customers.
- We will be cognisant of our environmental, ethical and societal responsibilities in all that we do.
- We will continuously identify and eliminate waste whilst ensuring that we reduce unnecessary cost where ever possible.
- We will always aim to apply the best practices, while at the same time ensuring that we empower ourselves through ongoing learning opportunities.
- From a Business Management System perspective, we will consistently and sustainably raise the bar and ensure continuous improvement across all our key priorities, processes and systems. In doing this we will also satisfy ISO 9001 requirements as well as relevant statutory and regulatory requirements and ensure that this Policy is communicated, understood and applied throughout our organisation.

“Ultimately, every single day, we will be driven to achieve and exceed our goals so that we can build a strong brand which lives up to our promises of being with our customers for the long run”.



Billy Tom
President and CEO,
Isuzu Motors South Africa

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