



Case Study

More than
just a tick.

Overview

Master Hire is an award-winning, family-owned business that has provided high-quality equipment hire and customer service to both commercial and residential clients for over 25 years.

Master Hire is now in its third decade of business and has always been committed to continual improvement and finding solutions for our customer needs. This has resulted in Master Hire being a preferred one-stop resource for equipment and machinery hire throughout Queensland and New South Wales.

What Standards/Regulations of Compliance

Taking another step in the aim to enhance customer service and business improvement Master Hire took on the task of Quality Management System implementation and certification. Their systems have been carefully designed to foster a culture that delivers consistent quality services and products in an effective, efficient manner for the benefit of the customer and our business.

Master Hire has an accredited quality management system to the standard of ISO9001:2015.

How were Southpac Certifications 'more than just a tick'?

"Southpac Certifications played an integral role in our accreditation process. A major factor that set Southpac apart was they took the time to understand our business, our culture and our vision.

"Having the Southpac Certification team join us on this journey made the experience uncomplicated. Our fully certified Quality Management System has not only improved our business efficiency but also given us an edge in a competitive market."

Want your organisation's certification to be more than just a tick?

Southpac Certifications is committed to helping organisations get the most benefit from their certification; from the initial stage one audit, throughout the year and for each ongoing surveillance audit, we're with you.

The Result

"When we were looking for a company to assist us in achieving our quality certification, Southpac Certifications were an obvious choice for us. Southpac Certifications share the same governing values that Master Hire do. They took the time to understand our business, our culture, and our strategic direction.

**Adam Skinner,
Quality Manager
Masterhire**



"The knowledge, professionalism and drive for continuous improvement of the auditors is exceptional. We are more than impressed with the services provided and would happily recommend Southpac Certifications to others seeking their services. We look forward to working with Southpac Certifications in the future."

- ★ Values
- ★ Knowledgeable
- ★ Obvious Choice