

QUALITY POLICY

The objective of Wallington Cars and Couriers Ltd is to provide passenger transport services and same day direct, overnight, international, and pallet courier services in the UK and internationally.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements, including:
 - Maintaining a high level of customer service by achieving certification to ISO 9001:2015.
 - Ensuring a prompt response for customers by minimising the number of unanswered calls.
 - Monitoring driver performance.
 - Working closely with service users, their families, Local Authorities and other support organisations to ensure that the passenger guide service evolves and responds to changes in service user needs.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Print: CLIVE PALMER

Sign: 

Position: DIRECTOR

Date: 15/4/16