

Quality Policy

POLICY STATEMENT

Our Policy is to provide a quality transport service in relation to the increasing importance, which our customers place on the speed with which we respond to their needs.

In order to achieve and maintain this policy, the implementation of a quality management system in accordance with AS3902 focuses on our total commitment to: -

- ❖ Anticipate and respond promptly and professionally to customer's needs for our services.
- ❖ Be aware of the need to develop and review services to contend with new technologies and customer expectations.
- ❖ The emphasis on management leadership at all times.
- ❖ Communicate the system and goals to all personnel.
- ❖ Have total commitment to our system and goals.
- ❖ Recruit, train, develop and retain quality staff in the operation of the company's quality management system.
- ❖ Provide personnel the opportunity and encouragement to have input into how our goals can be achieved; and reward individual effort, commitment, innovation and accomplishment.
- ❖ Maintain reliable customer service performance measurement systems to ensure continuing quality improvement, and;
- ❖ Demonstrate to our customers, every time that their needs are first and foremost.

**THIS POLICY WILL BE BEST ACHIEVED BY BOTH MANAGEMENT
AND STAFF WORKING TOGETHER.**