

TRANSPORTATION YOU CAN RELY ON

P1 - Quality Policy

01.08.2022



P-1 Quality Policy

It is the policy of the company to provide our customers with a service that fulfils their specified requirements. The following policy is prepared and implemented to assist with this. Our Quality Management systems match the requirements of ISO 9001:2015 standard. The policy also considers our organisational context. We have applied the following principles throughout the company:

- Full commitment of all personnel to delivering a high quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
- Full commitment of all personnel to active involvement in making improvements.
- Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
- Full commitment to continually improving our quality management system.
- Full commitment to ongoing training and development of staff.
- Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- Appraisal and checks to ensure our approved suppliers understand and meet our quality requirements.
- All staff are aware of and follow our quality management system, associated procedures and policies and understand the process of continual improvement of our Quality Management System.

Approved by:

Damian McLanachan
Managing Director
McLanachan Transport

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