Quality Policy

The purpose of our quality policy is to ensure that the haulage and transport related operations of Alan Firmin Ltd fully meet customer requirements at all times. The goal of the company is to achieve high standards of customer satisfaction. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of customers and suppliers working together in pursuing this policy and in continually striving for improvements in its management of haulage, transportation, logistics, quality and safety, ensuring that legal obligations and commitments are fully maintained.

The quality policy is based on three fundamental principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Looking at our service provision processes, identifying the potential for errors and taking necessary actions to eliminate them.
- Everyone understanding how to do their jobs and doing them right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements and ensuring that the correct procedures are followed to meet those needs.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard for business improvement and we will maintain the necessary Quality Approvals consistent with our client requirements.

Director: ..... Date: 22.4.20

Print Name: Michael Firmin Review Date: 1.5.21

QD002.2 Quality Policy

Goods carried under the latest Road Haulage Association Conditions of Carriage, or CMR by statute, unless otherwise agreed in writing.
Goods are stored in accordance with the latest Road Haulage Association Conditions of Storage. Copies available at www.trustfirmin.com