

3.3 QUALITY POLICY STATEMENT

It is the policy of Jakto Transport Limited to maintain a quality management system designated to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy and aim of Jakto Transport Ltd to:

- ❖ give satisfaction to all our clients, working partners, sub-contractors and other interested parties whenever possible, meeting and exceeding their expectations;
- ❖ comply with all legal requirements, codes of practice and all other legislative requirements applicable to our work activities;
- ❖ reduce hazards and to prevent injury, ill health, and pollution;
- ❖ provide all the appropriate resources i.e. equipment, materials, trained and competent staff and any other resources to enable our quality objectives to be met;
- ❖ ensure that all of our employees are made aware of their individual responsibilities and obligations in respect of this quality policy;
- ❖ maintain a management system that will achieve these objectives and we will seek continual improvement in the effectiveness and performance of our management system based on “risk”

This Quality Policy provides a framework for establishing, monitoring, reviewing and achieving our objectives, programmes, and targets.

Customer service is an essential part of our quality process and to ensure this is fulfilled, all of our managers and employees receive training to ensure awareness and understanding of quality and its impact on our customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by our managers and directors, to ensure that it remains appropriate and suitable to the operation of the company.

Our Quality Management System is subject to both internal and external annual audits.

Our Quality Policy Statement is posted on all Company Notice Boards.

Although our Managing Director has ultimate responsibility for Quality all other company Directors, Managers and employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded throughout the whole of the company.

Signed: *Neil Hellewell*

Dated: *09th February 2018*

Mr. Neil Hellewell

Managing Director - Jakto Transport Limited