

QUALITY POLICY

Purpose

Philip Wareing Limited is committed to the provision of the highest standards of quality service and reliability to our customers as a transport company that operates in the area of the transportation, delivery, devanning and storage of bulk commodities and a wide range of goods.

Management responsibilities:


The management team at Philip Wareing Limited is committed to provide the best quality service to our customers. This Quality Policy is aligned with ISO 9001 and its deployment will be achieved through incorporating the organisations guiding principles into our operations. These are:

- ✓ Provide leadership by example
- ✓ Comply with legislative and organisational requirements and values
- ✓ Engagement of all stakeholders through an honest and transparent relationship
- ✓ Ensure the provision of adequate resources to meet our goals
- ✓ Have in place a documented systems and processes that are fit for purpose
- ✓ Optimise an effective quality management system through continual improvement
- ✓ Satisfy customer requirements and strive to exceed expectations
- ✓ Create unity of purpose and direction to enable conditions for achieving SMART quality objectives that are set at management meetings
- ✓ Human development and empowerment of competent and engaged people to enhance creation of added value

Employees Expectations:

- ✓ Always comply with this Policy, follow instructions, guidelines, quality standards and standard operations procedures to enhance our customer service
- ✓ Report any feedback to direct supervisor (positive and negative)
- ✓ Report any issues and concerns associated with any quality related areas
- ✓ Discuss any ideas or suggestions with supervisor to improve performances
- ✓ Be proactive and positive in training situations
- ✓ Offer the best customer experience by anticipating customer needs

This Policy document together with our management system will be reviewed once a year. The analysis and evaluation of data will serve to facilitate decision making - based on - facts and ensure the continuing sustainability of the management system, scope, and objectives.

Simon Wareing General Manager	Date: 21/6/2022	Signature: 
---	------------------------	---