

QUALITY POLICY

PURPOSE

This policy and its associated manual are designed to clarify and provide guidance on Priority Freight's aims and compliance obligations relating to quality management.

A summary of areas covered by this policy is detailed below. Should you have any questions in relation to this document, please speak to your line manager:

- General principles
- Objectives
- IMS manual

SIGNED: _____

Neal Williams
Group Managing Director

GENERAL PRINCIPLES

Priority Freight aims to provide defect-free goods and services to its customers, on time and within budget, relating to the provision of freight transportation services.

The organisation operates an integrated management system (IMS) that complies with BS EN ISO 9001:2015.

OBJECTIVES

The management is committed to:

- Developing and improving the management system
- Continually improving the effectiveness of the management system
- Enhancing customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting customer needs and applicable requirements
- The establishment of the quality policy and objectives

- Ensure that the management review sets out and analyses the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes, and the resultant effectiveness of the management system
- Ensure the availability of the resources required to operate and review the management process

IMS MANUAL

The structure of the management system is defined in the IMS manual. All personnel understand the requirements of this quality policy and abide by the contents of the IMS manual.

Priority Freight complies with all applicable English and EU legislation and regulations specifically related to its business activities.

The organisation constantly monitors its quality performance and implements improvements when appropriate.

FURTHER INFORMATION

This quality policy is regularly reviewed to ensure its continuing suitability. This policy is communicated to all employees, suppliers and subcontractors, and is made available to other interested parties.

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