Quality Policy Statement

It is the policy of the Company to provide a high level of workmanship and quality for all our work, which will guarantee to our customers that the services and products they receive from us, including the manufacture of type approved vehicles, will be acceptable and meet their requirements and expectations, and any statutory or regulatory requirements.

The Company will maintain and continuously improve its Quality Management System in line with ISO9001:2015 requirements.

This will be done by applying the quality assurance system to ensure that:

1. Customers receive prompt and efficient attention.
2. Whilst in our care all vehicles are handled and sorted in a manner which preserves their quality.
3. All aspects of safety are addressed during handling and delivery.
4. When complaints arise they are dealt with in a polite and effective manner.

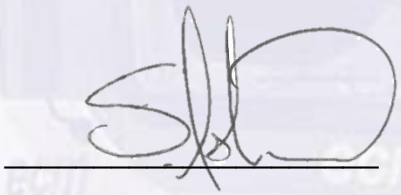
The quality assurance system should also meet the Company's own goals of providing:

5. A sound organisational base.
6. Accountability of actions.
7. The means of maintaining a good service to its customers.
8. The Company will establish and review Quality Objectives.

It is essential that every member of the Company is aware of our commitment to Quality Assurance, for which a Quality Manual has been prepared together with associated Quality Procedures.

The Quality Manual and Procedures will be made available to all persons within the organisation and must be adhered to at all times.

Any suggestions from customers or employees which may lead to an improvement in the quality of our service should be forwarded directly to the undersigned.

Signed: 

Steven Askew
Head of General Services

January 2025