



Quality Policy

It is the policy of **Trade Distribution Limited (TDL)** in its role as bespoke transport management to implement and maintain an efficient Quality Management System that is compliant to BS EN ISO 9001:2015. To provide its customers with services that fully and consistently meet their requirements both now and in the future.

The Company is committed to review and understand customer feedback data, internal performance data, financial performance data and business performance data at regular Management Reviews on at least a monthly basis to ensure that the Company's Quality Objectives are being met as follows:-

- On-time and full performance to achieve and maintain 99% success
- Ensure all employees are trained to a standard that will deliver customer expectations
- To consistently and according to business requirements, purchase new equipment to maintain quality standards, reduce financial costs and protect business reputation.

All personnel of the company shall be aware and understand the Company's Quality Policy and their responsibilities to ensure that the quality objectives are achieved.

The Company, at all times seeks to ensure that the Quality Management System is functional through the ongoing application of internal audits and that its validity, effectiveness and improvements are reviewed within management reviews meetings, therefore demonstrating our commitment to providing adequate resources to achieve this.

Management are ultimately responsible for making balanced judgments assessing the significance of variations and taking decisions. In arriving at such decisions, the quality and personal integrity of all personnel are of fundamental importance. In this context, all effort is made to ensure that each person within the company understands that quality assurance is important to the future, know how they can assist in the achievement of adequate quality and are encouraged to do so.

It is the duty of the Senior Management team to communicate and cascade this policy to all personnel and also to other interested 3rd parties who could be affected by the contents of this policy.

This policy is approved by the undersigned and is supported by all levels of management within the Company. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed:

Alison Pickett
Compliance Director

Date: 2nd May 2017
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