



# Quality Policy



*“Making excellence a habit”*

## Background

We believe the management of Quality is instrumental to our future success across the business by ensuring continual improvement and high levels of customer satisfaction. When designing, implementing, and maintaining our system we have taken a holistic, integrated approach to our business process management to ensure that all aspects of our business operations are effectively included within our Quality System.

The system is made available to all employees giving instructions and guidance on how to capture customers' requirements and how to communicate and interact both internally and externally ensuring our products and services are fit for purpose.

The system also meets the requirements of BS EN ISO 9001.

## Policy

Our aim is to work as a trusted partner of our clients, ensuring through our services and solutions they can move their exhibition freight around the world effectively with efficiency and reliability, enhancing their own business achievements.

## Governance and Assurance

Company policy is approved by the Board which is chaired by the MD. Each policy is reviewed at least annually to ensure that we respond to our clients, business strategy, legislation, and any standards or codes of practices determined by the market.

Our Quality system is certified by the British Standards Institution who are approved by the United Kingdom Accreditation Service (UKAS).

## Authorization

Jim Huggins

Date Reviewed: 13/01/2023

Quality Policy V1

Our team of exhibition logistics specialists utilise their diverse skills to assist clients with warehousing and the domestic and international movement of their freight to various events, tradeshows, private demonstrations, roadshows, conferences, and major international exhibitions.

We simplify the whole exhibition process for our clients delivering on time, every time.

To comply with contractual and any legislative obligations within the country in which it operates and or provides products/services to.

Shall undergo “conformity assessment” by an accredited certification body.

Adopt best practice ‘business standards’ and promote their use throughout our associated supply chain without creating unnecessary obstacles to trade.

Endeavour to continually improvement through the understanding and interpretation of Fundamental concepts and quality management principles. Adopt the process approach which incorporates risk-based thinking and use the plan, do, check, act model to set objectives.