


SOP No:	0.3 (10)	Co-ordinator:	G. Cobb	
Version:	2	Authorised:	J. Bennett	
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<h2>QUALITY POLICY</h2>				

1.0 Summary

Traffic Labour Supplies is committed to delivery of services which consistently satisfy the requirements of our customers, complying with relevant regulatory, statutory and other applicable requirements.

The monitoring and assurance of customer and stakeholder satisfaction is fundamental to all work carried out by our business.

2.0 Principles

Throughout the business we will:

- Establish, maintain and continually improve an effective quality management system which reflects our commitment to the quality process.
- Ensure the customer is our main focus, working collaboratively within our business to deliver excellent performance.
- Ensure operational excellence within our business through the delivery of consistent processes.
- Build a culture based on continual improvement by continually improving our management system through measurement and regular review of our performance.
- Develop the knowledge and skills of our employees, to educate them, get them engaged, happy and motivated through ensuring all staff are trained to fully understand and effectively implement quality services, whilst actively encouraging employees to enhance their knowledge, skills and careers
- Ensure any quality failures will be recorded, reported and investigated.
- Develop, on an annual basis, plans for the improvement of our performance including any objectives and targets.

3.0 Responsibilities

Responsibility for the management of quality rests with our Managing Director. The Managing Director has nominated the Compliance Manager to act on her behalf to monitor the execution of the policy.

We will develop a quality management system that will be sufficient to ensure delivery of quality services to our customers.

Our managers will regularly monitor their team's workmanship to ensure compliance with legislation, standards and any business processes

All employees have a responsibility to themselves, their colleagues, and our clients to deliver a quality fit for purpose service, to ensure both internal and external customer satisfaction.



Managing Director