








## **Quality Policy**

The quality policy of Alliance Transport Technologies Ltd is used to determine, agree & conform to our customers' needs & expectations. We are committed to fulfilling the requirements of BS EN ISO 9001:2015 and all current applicable legislation.




The company recognises that in order to be competitive & maintain strong economic performance, we must employ management systems which allow us to fulfil our commitments to continual improvement on quality of our products & services. This will in turn increase the level satisfaction of all interested parties – notably our customers, employees, shareholders, and suppliers.

The management team will establish annual quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall be:

-  Measurable
-  Consistent with the quality policy
-  Focused on applicable requirements
-  Relevant to conformity of products and services, and to enhancement of customer satisfaction
-  Monitored as part of regular management meetings and employee appraisals
-  Communicated to employees
-  Constantly updated where necessary

Some key objectives will be: -

-  Give confidence to customers that their requirements for quality and safety are being met within the product or service we are providing. We know that our customers require a resolution on their respective unit as quickly as possible – our aim is to achieve this with clear communication of any delay.
-  Demonstrate to management and staff that the requirements for quality are being fulfilled, and that there is evidence of training and continuous improvement.
-  Honour our training policy, which is to be well communicated and understood at all levels of the company. We are conscious that the motivation of our employees relies heavily on their training and understanding of the tasks they are expected to perform. An employee's training begins with their induction - then consists of toolbox talks and ongoing standard awareness sessions. Communication of upcoming training sessions will be made through regular bulletins and newsletters, and feedback will be available at regular employee appraisals.

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Director Sign Off: B Keane

This document was created on the 16<sup>th</sup> February 2022 by Julie Roberts with approval from Bernard Keane. This document will be reviewed yearly and updated as required.

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