

3.1.1 Quality Policy

OUR COMMITMENT

Buslink VIVO as a provider of industrial transport solutions understands the importance of our services and the impact they have on our client projects.

We are committed to work closely with our clients to understand their needs and deliver customised services to meet their needs and expectations.

To do this we will adopt a systematic and structured quality management system and provide the leadership necessary to build a culture that improves our system as we use it.

OUR OBJECTIVES

SYSTEMS – we will develop, implement and maintain systems in line with the requirements of ISO 9001:2008.

DOCUMENTATION – we will ensure policies, procedures and other documentation is written in user friendly language, controlled and regularly reviewed for effectiveness.

PEOPLE – we will provide training in the systems, policies and procedures necessary to deliver a consistent standard of customer service.

PLANNING – we will plan rosters and timetables to ensure client expectations are met or exceeded and services are delivered safely and on time.

EQUIPMENT – we will maintain transport vehicles to high standards and present them for use in a clean and serviceable state.

CLIENTS – we will liaise with clients and seek their honest feedback to better understand their expectations and focus on ways to meet and exceed them.

SCOPE

This policy applies to all operations under the control of Buslink VIVO management.

RESPONSIBILITIES

The **CHIEF EXECUTIVE OFFICER** is responsible for providing, resourcing and supporting this policy and its associated procedures.

The **QUALITY MANAGER** is responsible for coordinating the development, implementation and review of the policy and associated procedures.

MANAGERS are responsible for implementing, applying and promoting the policy and associated procedures.

EMPLOYEES AND CONTRACTORS are responsible for complying with the policy and associated procedures.

This policy is communicated to all employees so as to ensure it is understood throughout the organisation. This policy will be reviewed as a minimum every three years.



29/3/2017

Chief Executive Officer

Date

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3.1.1 Quality Policy**Document History**

| Revision | Date | Description | Prepared | Checked | Approved |
|-----------------|-------------|---|-----------------|----------------|-----------------|
| A | Oct 2012 | Initial document creation | | | |
| B | 26/03/2013 | Document reviewed | C.Bigmore | C.Hartwell | T.Hopkins |
| C | 02/08/2013 | Policy reviewed | C.Bigmore | C.Bigmore | T.Hopkins |
| D | 6/12/2013 | Policy reviewed to meet ISO 9001 and company objectives | C.Bigmore | C.Bigmore | T.Hopkins |
| E | 14/3/2014 | Amended to meet ISO 9001 requirements | C.Bigmore | C.Bigmore | T.Hopkins |
| F | 16/5/2014 | Amended with objectives to meet ISO requirements | C.Bigmore | C.Bigmore | T.Hopkins |
| G | 2/3/2016 | Amended title CEO, no other changes | C.Bigmore | C.Bigmore | T.Hopkins |
| H | 29/3/2017 | Reviewed no changes | C.Anthony | C.Anthony | T.Hopkins |

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